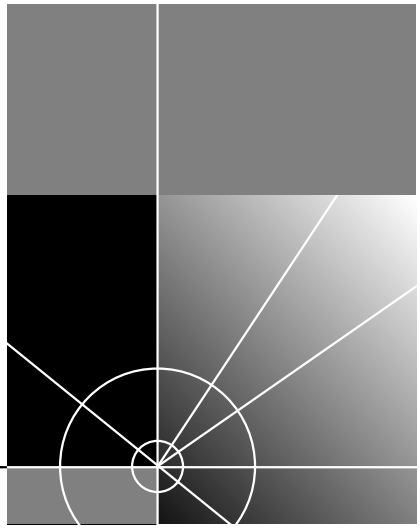
NBX® Telephone Guide

Telephones

- NBX 1102 Business Telephone
- NBX 2102 Business Telephone
- NBX 2102-IR Business Telephone
- NBX 2101 Basic Telephone

Attendant Consoles

- NBX 1105 Attendant Console
- NBX Complement Attendant Software



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PATENT INFORMATION

NBX Telephones 3C10281PE, 3C10226PE, 3C10228IRPE, and 3C10248PE are covered by one or more of the following U.S. patents and other patent applications pending:

5,994,998; 6,140,911; 6,329,906; 6,496,105; 6,535,983; 6,483,203; 6,449,348; 6,212,195

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About This Guide

This guide is intended for anyone using NBX® Telephones, the NBX 1105 Attendant Console, or the NBX Complement Attendant Software. It includes information about using the NBX Voice Messaging system and the NBX NetSet™ administration utility for personal telephone settings.

If the information in the release notes (readme.pdf) *on the* NBX Resource Pack CD *differs from the information in this guide, follow the instructions in the release notes.*

Analog telephones connected to the NBX system through the Analog Terminal Card or the single-port Analog Terminal Adapter can use most of the features described in this book. For a list of features and Feature Codes, see the NBX Feature Codes Guide *in the NBX NetSet utility.*

How to Use This Guide

Table 1 shows where to look for specific information in this guide.

Table 1 Where to Find Information

If you are looking for information about	Turn to
How to get started	Chapter 1
The NBX Business Telephones, their buttons, and controls	Chapter 2
The NBX Basic Telephone, its buttons, and controls	Chapter 3
NBX Voice Messaging features	Chapter 4
Using standard telephone features	Chapter 5
Personalizing your telephone	Chapter 6
Enhanced system features	Chapter 7
The Attendant Console and Complement Attendant Software	Chapter 8
Telephone maintenance and troubleshooting information	Appendix A
References to all topics in this book	Index

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Conventions

Table 2 defines some commonly used words and phrases in this guide.

Table 2 Common Terms

Term	Definition
Auto Attendant	The set of voice prompts that answers incoming calls and describes actions that a caller can take to access individual services.
Administrator	The person who is responsible for maintaining your 3Com Networked Telephony Solution.
Receptionist	The person who answers the majority of incoming telephone calls. In some business environments, this person may be a switchboard operator.
User	A person who has a single NBX Business Telephone, an NBX Basic Telephone, or an analog telephone connected to the NBX system through an ATC card or the single-port ATA device.
NBX 100	NBX 100 Communications System
SuperStack 3 NBX	3Com SuperStack 3 NBX Networked Telephony Solution

Table 3 lists conventions that are used throughout this guide.

Table 3 Icons

Icon	Type	Description
	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, device, or network.
	Warning	Information that alerts you to potential personal injury.

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Documentation

The documentation set for 3Com NBX Networked Telephony Solutions is designed to help NBX telephone users, installers, and administrators maximize the full potential of the system.

To order a set of paper copies of the *NBX Administrator's Guide, NBX Installation Guide,* and *NBX Telephone Guide,* as well as the *NBX Resource Pack CD*, contact your 3Com NBX Voice-Authorized Partner.

The *NBX Resource Pack CD* contains PDF versions of these guides as well as many additional guides to the NBX products and their related 3Com applications.

When you log in to the NBX NetSet™ utility as a user or administrator, you can view the PDF versions of the *NBX Telephone Guide* and *NBX Feature Codes Guide* by clicking the icons at the bottom of the screen.

When you log in as an administrator, you can also see the *NBX Administrator's Guide.*

Comments on the Documentation

Your suggestions are important to us. They help us to make the NBX documentation more useful to you.

Please send your e-mail comments about this guide or any of the 3Com NBX documentation and Help systems to:

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Include the following information with your comments:

- Document title
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- Page number

Example:

NBX Telephone Guide

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Page 25

As always, please address all questions regarding the NBX hardware and software to your 3Com NBX Voice-Authorized Partner.

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1 GETTING STARTED

As soon as you are given a telephone and extension number, you need to set up a password and record your name announcement and personal greeting.

This chapter covers these topics:

- Setting Up Your Password and Voice Mail for the First Time
- NBX NetSet Utility
- Quick Reference Guides

For how to access NBX® features from an analog telephone, set your password as described next and then see the NBX Feature Codes Guide *in the NBX NetSet™ utility.*

Setting Up Your Password and Voice Mail for the First Time

The procedure by which you set up your password and voice mailbox for the first time depends on:

- The kind of telephone that you have
- The kind of voice messaging system on your NBX system. Ask your administrator what kind of voice messaging is active on your system.

Table 4 describes how to set up your first password.

For details on tones and codes on analog telephones, see the NBX Feature Codes Guide *in the NBX NetSet utility.*

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Table 4 Setting Your NBX NetSet and Messaging Password

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Password — Set Initially			
If your system uses NBX Messaging, follow the NBX voice prompts to set your NBX password (which is the same for NBX NetSet and voice messaging) OR use the NBX NetSet utility, described next.	**Msg** button and follow the voice prompts	**Msg** button and follow the voice prompts	**500 **** and follow the voice prompts
If your system uses a voice messaging application other than NBX Voice Messaging, use this code sequence to set your password for the NBX NetSet utility. 3Com recommends that you use the same password for NBX NetSet and your voice messaging application. **FOR ALL VOICE MESSAGING SYSTEMS:** ■ Use only 4- to 10-digit numbers ■ Do not use letters, *****, or **#** as part of your password.	OR, for systems that do not use NBX Messaging: **Feature** + 434 + new password + **#** + repeat your new password + **#**	OR, for systems that do not use NBX Messaging: **Feature** + 434 + new password + **#** + repeat your new password + **#**	OR, for systems that do not use NBX Messaging: **#** (Feature Entry Tone) + 434 (Feature Entry Tone) + new password + **#** (Feature Entry Tone) + repeat your new password + **#** (Confirmation Tone)
Password — Change			
If your system uses NBX Messaging, follow the NBX voice prompts to change your NBX password (which changes your NBX NetSet password, because they are the same) OR use the NBX NetSet utility, described next.	**Msg** button + current password + **#** + 2 + follow the prompts	**Msg** button + current password + **#** + 2 + follow the prompts	**500 **** + current password + **#** + 2 + follow the prompts
If your system uses a voice messaging application other than NBX Voice Messaging, use this code sequence to change your password for the NBX NetSet utility. 3Com recommends that you use the same password for NBX NetSet and your voice messaging application. **FOR ALL VOICE MESSAGING SYSTEMS:** ■ If you forget your password, the administrator can reset it to your extension. Then use this code (for applications other than NBX Voice Messaging) or the NBX voice prompts to change it.	OR, for systems that do not use NBX Messaging: **Feature** + 434 + current password + **#** + new password + **#** + repeat your new password	OR, for systems that do not use NBX Messaging: **Feature** + 434 + current password + **#** + new password + **#** + repeat your new password	OR, for systems that do not use NBX Messaging: **#** (Feature Entry Tone) + 434 (Feature Entry Tone) + current password + **#** (Feature Entry Tone) + new password + **#** (Feature Entry Tone) + repeat your new password + **#** (Confirmation Tone)

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NBX NetSet Utility

The NBX NetSet administration utility has two interfaces:

- **Administrator** — Your administrator logs on with a special password and uses the NBX NetSet utility to manage and configure system-wide telephone settings and many of the settings for your telephone.
- **User** — As a telephone user, you log in to the NBX NetSet utility with your own system ID (your extension) and password to:
  - View and change your telephone's personal settings, such as speed dials, ringer tone, and specify where you want your calls to go when you cannot answer them (your *call coverage point*)
  - Listen to and delete your voice messages from your computer as an alternative to managing calls on your telephone.
  - View your call permissions, current feature settings, and the internal user directory to call other users on your system, and log in to and log out of one or all hunt groups and calling groups of which your telephone is a member.

See Chapter 5, Chapter 6, and Chapter 7 for discussions about the standard and enhanced features that you can monitor and change in the NBX NetSet utility. See Chapter 4 for voice messaging features.

If your NBX system uses a third-party messaging application, off-site notification and other voice messaging features are available through your messaging application. See the application's documentation rather than using this Guide.

Starting the NBX NetSet Utility

To use the NBX NetSet utility, you need a computer that is connected to your local area network (LAN) and that has a web browser. (You do not need Internet access.) To start the NBX NetSet utility:

1. Ask your administrator for the IP (web) address for your NBX system.

You cannot log in to NBX NetSet until you have established your password through your telephone using NBX voice prompts or the Feature Code sequence. See Table 4.

2. In the web browser on your computer, enter the IP address in the **Address** field. The NBX NetSet login screen appears.

Microsoft Internet Explorer version 5.5 or later is optimal.

3. Click **User** to log in as a user. The password dialog box appears.
4. Type your NBX NetSet user identification (always your 3-digit or 4-digit telephone extension) and your NBX NetSet password, and then click **OK**.

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Navigation and Shortcut Icons in the NBX NetSet Utility

The icons at the lower right of any **Personal Settings** window allow you or your administrator to navigate to the following features:

Table 5 Navigation Icons

Icon	Action	Where You Go
	Back	■ **User** — The main NBX NetSet login dialog box ■ **Administrator** — The NBX NetSet main menu window.
	Help	Help for the fields and procedures related to the screen

The icons below the window are shortcuts to these features:

One-Touch Speed Dials

Off-Site Notification

Telephone Guide (this guide)

NBX Feature Codes Guide

Quick Reference Guides

To open and print a copy of the *Quick Reference Guide* for the most frequently used features on your telephone:

1. Log in to the NBX NetSet utility. See "Starting the NBX NetSet Utility" earlier in this chapter.
2. Click **Telephone Quick Reference**. The quick reference guide that pertains to your telephone model (Business, Basic, or analog) appears.

   Adobe Acrobat Reader 4.0 or 5.0 is required to view the file. Reader 5.0 is available free on the *NBX Resource Pack CD* or from the Adobe Web site: **www.adobe.com**

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2 NBX Business Telephones

This chapter describes the buttons, controls, and features on the following NBX telephone models:

- NBX 1102 Business Telephone
- NBX 2102 Business Telephone
- NBX 2102-IR Business Telephone

The chapter covers these topics:

- Business Telephone Buttons and Controls
- Programmable Access Buttons on the Business Telephone
- Status Lights for System Appearance Buttons on the Business Telephone

For how these features work on an analog telephone connected to the NBX system, see the NBX Feature Codes Guide *below any screen in the NBX NetSet utility.*

For a description of the features on the NBX Basic Telephone, see Chapter 3.

For instructions on how to connect your telephone to the LAN, see Appendix A. ***Exception:*** *To connect an NBX Telephone that has a model number that ends in PE, see the packing sheet that comes with your telephone. See the underside of the telephone for your model number.*

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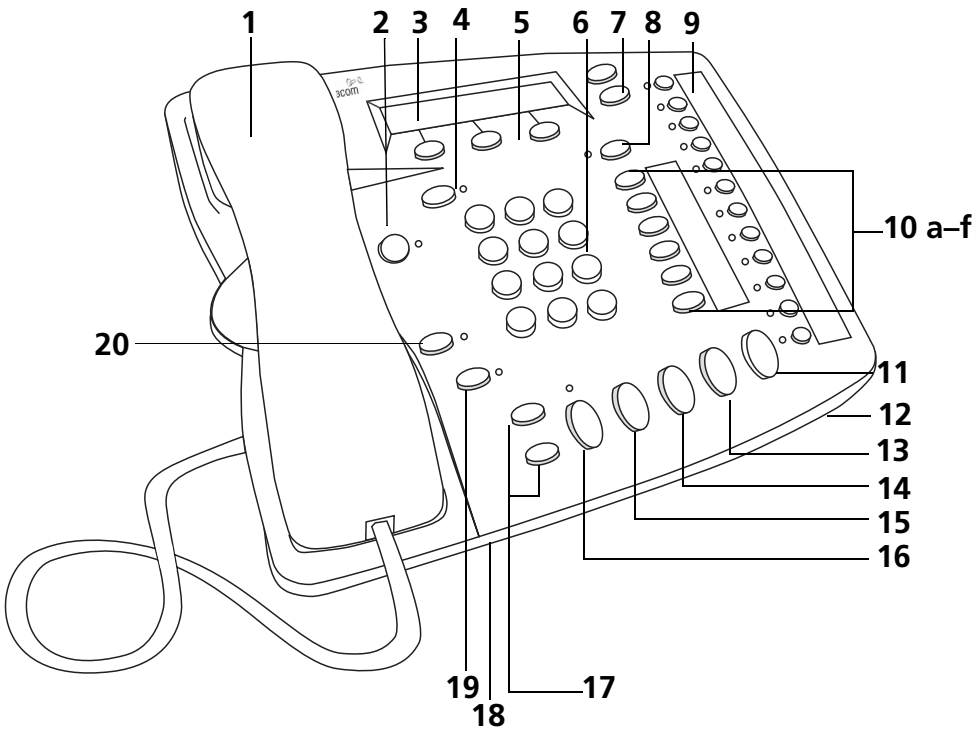
Business Telephone Buttons and Controls

Figure 1 shows the buttons and controls on the NBX Business Telephone.

Figure 1 NBX Business Telephone (Model 2102-IR Shown)



The NBX Business Telephones have these features:

1 **Handset**

2 **MSG (Message) button** — Accesses your voice mail messages through the NBX Messaging system. See "Listening to NBX Messages" in Chapter 4.

3 **Display panel** — Provides telephone status messages, Caller ID information (if enabled), and the number of messages that you have in your voice mail mailbox. You can also use it to view the directory of people's names in your company, logs of incoming and outgoing calls, personal speed dial numbers, and system speed dial numbers.

4 **FWD MAIL (Forward to Voice Mail) button** — Directs all incoming calls to your voice mail (or to wherever you have specified in **NetSet > Personal Settings > Call Forward**) after one ring. See "Forwarding Incoming Calls to Your Call Coverage Point" in Chapter 4.

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5 **Soft buttons** — Allow you to select names from the internal user directory, select and dial a personal speed dial or system-wide speed dial, and select and redial a recent call to or from your telephone. See "Using the NBX Telephone Display Panel" in Chapter 5. The buttons, left to right:

- **Slct** (Select)
- **Back** (returns you to the next higher level in the menu)
- **Exit**

6 **Telephone key pad**

7 **Scroll buttons** — Allow you to scroll through user names in the internal user directory, view your personal speed dials and system-wide speed dials, and view recent calls to and from your telephone. See "Using the NBX Telephone Display Panel" in Chapter 5.

8 **Program button** — Reserved for future use.

9 **Programmable Access buttons *with* indicator lights** — See "Programmable Access Buttons on the Business Telephone" and "Status Lights for System Appearance Buttons on the Business Telephone" later in this chapter.

10 **Programmable Access buttons *without* indicator lights** — See "Programmable Access Buttons on the Business Telephone" later in this chapter.

11 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 5.

12 **Microphone (located on the underside of the telephone)** — Activated when the telephone is in speaker phone mode, that is, after you press the **Speaker** button or the **Hands Free** button. For best results, keep the area around the microphone free of obstructions.

13 **Transfer button** — Sends an incoming call to another telephone. See "Transferring a Call" in Chapter 5.

14 **Conference button** — Establishes a single call with up to three additional internal parties, external parties, or both. See "Establishing a Conference Call" in Chapter 5.

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15 **Redial button** — Redials the last telephone number or extension that you called. See "Redialing a Call" in Chapter 5.

16 **Speaker button** — Enables you to use the speaker phone feature. Press the **Speaker** button before you dial the call, when your telephone is ringing, or while a call is in progress. To turn the speaker phone off and resume the conversation, pick up the handset.

17 **Volume control buttons** — Adjust the volume of the ringer, the speaker, and the handset. See "Setting the Volume" in Chapter 5.

18 **Infrared Port (NBX 2102-IR Telephone only)** — Receives infrared signals from a hand-held device running the Palm Operating System. See "Palm Integration" in Chapter 6.

19 **Mute button** — Enables you to prevent callers from hearing what you are saying during a telephone call. Press the **Mute** button to turn off the telephone's microphone when you are using the handset or when your telephone is in speaker phone mode. To turn off the Mute feature, press the **Mute** button again.

20 **Hands Free button** — Allows you to answer **internal** (intercom) calls without picking up the handset. To activate this feature, press the **Hands Free** button **before** calls come in to your telephone. The indicator lights when the feature is enabled. When you receive an internal call, your telephone sounds a tone and activates the speaker phone.

External calls (calls from outside the NBX system) ring to your telephone as usual.

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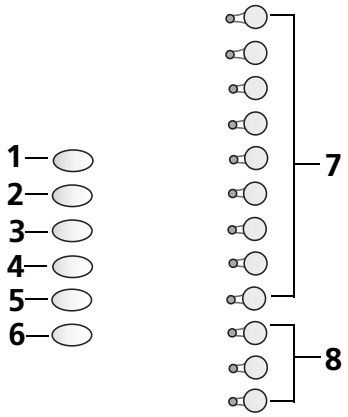
Programmable Access Buttons on the Business Telephone

Figure 2 displays the 18 programmable Access buttons. The **One-Touch Speed Dials** screen in the NBX NetSet utility shows your telephone's current button mappings.

Figure 2 Access Buttons



Default Settings

Access buttons have these default settings, which your administrator can change:

1. **Feature button** — Allows you to access features that are not directly assigned to an Access button on your telephone. See the *NBX Feature Codes Guide* in the NBX NetSet utility for a list of features and codes.
2. **Direct Mail Transfer button** — Sends a call directly to another user's voice mailbox. See "Direct Mail Transfer" in Chapter 7.
3. **Call Park button** — Allows you to place a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 7.
4. **Flash button (analog line only)** — Toggles the current call to another call if the line has the Call Waiting service from your local telephone company, or enables call transfer if the line has the Call Transfer service.
5. **Unassigned** — This button has no default assigned function.
6. **Release button** — Disconnects calls. This feature is commonly used when you use a telephone headset. See "Using a Headset" in Chapter 6.
7. Typically, you can use these nine buttons for personal speed dial settings, although the administrator can map them to other features. See "Speed Dials" in Chapter 6.
8. In most circumstances, your administrator designates these three system appearance buttons as lines for incoming and outgoing calls.

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Status Lights for System Appearance Buttons on the Business Telephone

The light for each Access button that is set up as an incoming line (system appearance) indicates the status of the button. Table 6 shows the light pattern that is associated with the status of each line status.

Table 6 Status Indicator Lights

Light	Status
Off	The line is available for use.
Steady	The line is in use.
Fast blink	The line is ringing.
Slow blink	The line is on hold.

The display panel on an NBX Telephone shows the name and extension of an internal caller. If your organization purchases Caller ID service from your telephone company and if the external caller allows Caller ID information to be broadcast, the display panel shows the external caller's name and telephone number.

You can answer the call while the line's status light is still flashing. Put the first call on hold and press the Access button for the new incoming call. For more information, see "Putting a Call on Hold" in Chapter 5.

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3 NBX BASIC TELEPHONE

This chapter describes the buttons, controls, and features that are specific to the NBX 2101 Basic Telephone. It covers these topics:

- Basic Telephone Buttons and Controls
- Programmable Access Buttons on the Basic Telephone
- Programmable Access Buttons on the Basic Telephone

For a description of the features on the NBX Business Telephone, see Chapter 2.

For instructions on how to connect your telephone to the LAN, see Appendix A. ***Exception:*** *To connect an NBX Telephone that has a model number that ends in PE, see the packing sheet that comes with your telephone. See the underside of the telephone for your model number.*

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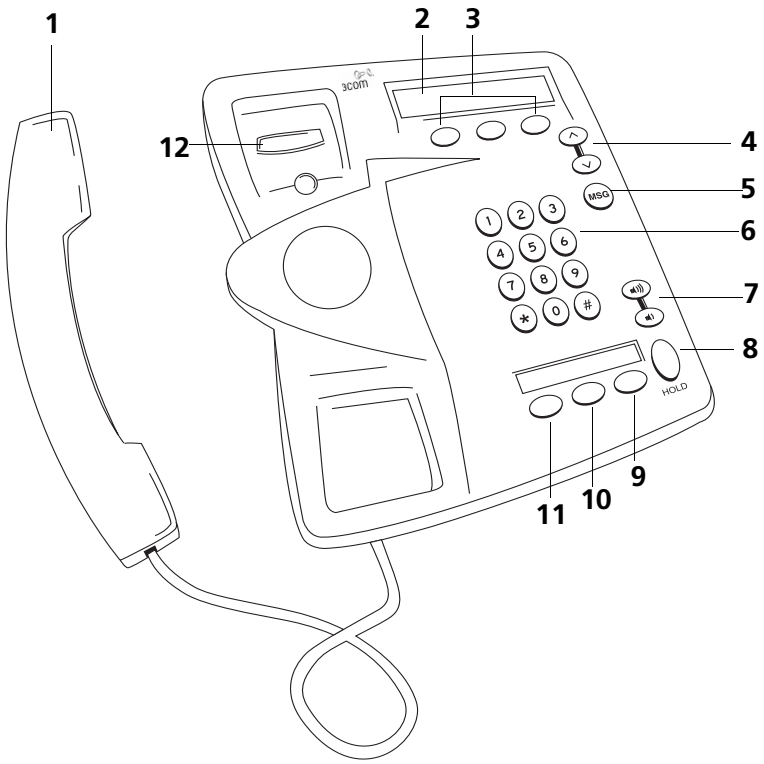
Basic Telephone Buttons and Controls

Figure 3 shows the buttons and controls on the NBX Basic Telephone.

Figure 3 NBX Basic Telephone (Model 2101)



The NBX Basic Telephone has these features:

1 **Handset**

2 **Display panel** — Provides telephone status messages (see Table 7), Caller ID, Locked Telephone, and other feature information (if enabled), and the number of messages in your voice mail mailbox. You can also use it to view and dial from the call logs of your most recent calls, the internal user directory, your personal speed dial list or the system-wide speed dial list.

3 **Soft buttons** — Allow you to select and dial names from Call Logs (your recent Missed, Answered, and Dialed calls), the internal user directory, or the personal and system-wide speed dial lists. See "More Ways to Dial a Call" in Chapter 5. The buttons, from left to right, are:

- **Slct** (Select)
- **Back** (returns you to the next higher level in the menu)
- **Exit**

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4 **Scroll buttons** — Allow you to scroll through user names in the internal user directory, view your personal speed dials and system-wide speed dials, and view recent calls to and from your telephone. See "Using the NBX Telephone Display Panel" in Chapter 5.

5 **MSG (Message) button** — Accesses your voice mail messages through the NBX Messaging system. See "Listening to NBX Messages" in Chapter 4.

6 **Telephone key pad**

7 **Volume control buttons** — Adjust the volume of the ringer and the handset. See "Setting the Volume" in Chapter 5.

8 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 5.

9 **Transfer button** — (factory default setting) See "Programmable Access Buttons on the Basic Telephone" later in this chapter.

10 **Call Toggle button** — (factory default setting) See "Programmable Access Buttons on the Basic Telephone" later in this chapter.

11 **Feature button** — (factory default setting) See "Programmable Access Buttons on the Basic Telephone" later in this chapter.

12 **Switch hook (under the handset)** — Pressing and releasing the switch hook gives you a dial tone. This feature is used with Call Park. See "Call Park" in Chapter 7.

Programmable Access Buttons on the Basic Telephone

The NBX Basic Telephone has three programmable Access buttons. The factory-default settings for these buttons are (from left to right):

- **Feature** — Press this button before you dial a feature code. See the *NBX Feature Codes Guide* below any screen in the NBX NetSet utility.
- **Call Toggle** — The *Call Toggle* button is available only on the NBX Basic Telephone. Using this button, you can manage two telephone calls at the same time. See "Answering a Call" in Chapter 5.
- **Transfer** — Press this button to transfer the current call to another extension or telephone number. See "Transferring a Call" in Chapter 5.

Your administrator can program these buttons for other commonly used functions. However, changing the settings for the Feature or Call Toggle buttons greatly reduces your ability to use some of the NBX system features.

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Status Icons on the Basic Telephone

Your NBX Basic Telephone allows you to use two telephone lines at the same time.

On the display panel, the behavior of the telephone icon next to the number **1** (for Line 1) on the first row, or **2** (for Line 2) on the second row, indicates the status of the lines. See Table 7.

Table 7 Status Indicator Behavior for the Telephone Icon in the Display Panel

Telephone Icon	Status
Steady	The line is in use.
Fast blink	The line is ringing.
Slow blink	The line is on hold.

If a call comes in on one line while you are on a call on the other line, you can answer the second call. See "Answering a Call" in Chapter 5.

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4 NBX VOICE MESSAGING

This chapter covers these topics:

- NBX Messaging Components
- Changing Your Password
- Changing Your Name Announcement and Personal Greeting
- Listening to NBX Messages
- Replying to a Message
- Forwarding a Message
- Creating and Sending a Message
- Creating Personal Voice Mail Group Lists
- Marking a Message as Private or Urgent
- Forwarding Incoming Calls to Your Call Coverage Point
- Other Ways to Manage Your Voice Mail Messages
- Other Kinds of Mailboxes

NBX Messaging Components

A key component of the NBX Networked Telephony Solutions is the NBX Messaging system, which includes voice mail, off-site notification, and several administrative features. Voice mail allows callers to leave voice messages in your voice mailbox when you are not able to answer your telephone. You can listen to, save, and forward those messages from any touch-tone telephone.

If your system uses a third-party messaging application, use the documentation for your messaging application instead of the instructions in this chapter.

EXCEPTION: Use the procedures in "Changing Your Password" regardless of your messaging application.

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Important Considerations

- The steps are the same for initially setting up the name announcement, personal greetings, and passwords for personal, greeting-only, and phantom voice mailboxes. See "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1 for details. (Your administrator creates group mailboxes and their passwords.)
- For changes to passwords and greetings, see "Changing Your Password" and "Changing Your Name Announcement and Personal Greeting" later in this chapter.
- The default setting for the maximum length of each voice mail message on the system is 5 minutes. Your administrator can configure your organization's NBX messaging system to receive and store voice mail messages that are up to 10 minutes long.
- Use the *Off-Site Notification* feature if you want the NBX system to notify you when callers leave voice mail messages in your voice mailbox. See "Off-Site Notification" in Chapter 6.

For information on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *in the NBX NetSet™ utility. For how to set up your NBX NetSet password the first time, see Chapter 1.*

Changing Your Password

You use the same 4-digit to 10-digit password to log in to the NBX NetSet utility and to access your NBX voice mail. You can change this password with your telephone (using the NBX voice prompts or a feature code) or through the NBX NetSet utility. See Table 8.

See Chapter 1 for how to set up your password for the first time.

If you forget your password, the administrator can set it to be your extension number. Then follow the instructions in Table 8 to change it to a more secure password. See "Security Tips" next.

If your NBX system uses a third-party messaging system:

- *Use the feature code method in Table 8 to set and change the NBX NetSet password.*
- *3Com recommends that you use the same password for your voice messaging system and for the NBX NetSet utility.*

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Table 8 Steps to Changing Your Password

Feature	Business Phone	Basic Phone	Analog Phone
Password — Change			
If your system uses NBX Messaging — Follow the NBX voice prompts to change your NBX password and NBX NetSet password. They are the same. NBX Messaging users can also use the Feature Code method, next, to change passwords.	**Msg** button + current password + **#** + 2 + follow the prompts	**Msg** button + current password + **#** + 2 + follow the prompts	**500 ** + extension** + current password + **#** + 2 + follow the prompts
If your system uses a messaging application other than NBX Messaging — Use this code sequence to change your password for the NBX NetSet utility. 3Com recommends that you use the same password for NBX NetSet and your messaging application.	**Feature** + 434 + current password + **#** + new password + **#** + repeat new password	**Feature** + 434 + current password + **#** + new password + **#** + repeat new password	**#** (Feature Entry Tone) + 434 (Feature Entry Tone) + current password + **#** (Feature Entry Tone) + new password + **#** (Feature Entry Tone) + repeat new password + **#** (Confirmation Tone)

Security Tips

- Change your password often.
- Do not use passwords that can easily identify you, such as your phone extension or birth date.
- Avoid simple passwords such as 1234 or 0000.
- Use numbers only; do not use * or # as part of your password.
- Longer passwords are more secure.
- Never tell your password to anyone.

Changing Your Name Announcement and Personal Greeting

Change your personal greeting often, to let callers know, for instance, that you are on vacation, available at another number, or unavailable for a specified amount of time.

You may also want to change the greeting to say that your extension is a "greeting-only mailbox," so that callers do not attempt to leave messages. See "Greeting-Only Mailbox" later in this chapter.

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To change your name announcement or personal greeting:

1. Log in to your mailbox at your telephone or remotely.
2. Press **9** for **Mailbox Options** and then press **1**.
3. To review or change your name announcement, press **1** and follow the prompts.
4. To review or change your personal greeting, press **2** and follow the prompts.

If you forget your password, the administrator can set it to be your extension number. Then follow the instructions in Table 8 to change it to a more secure password. See "Security Tips" earlier in this chapter.

Listening to NBX Messages

You can listen to your NBX voice mail messages from your NBX telephone, from any touch-tone telephone, or by logging in to the NBX NetSet utility. After you listen to messages, you can save or delete them to clear them from the New Messages queue. For how to set up your NBX NetSet password the first time, see Chapter 1.

If your system uses a third-party messaging application, use the documentation for your messaging application instead of these instructions.

Message Indicators When you have messages in your mailbox:

- **On an NBX Business Telephone —** The indicator next to the **MSG** button lights up, and the display panel shows the total number of messages. Example: **3 Msgs 2 New**.
- **On an NBX Basic Telephone —** The display panel shows the total number of messages. Example: **3 Msgs 2 New**.
- **On an analog telephone** — Pick up the handset. If you hear the New Messages Tone (alternating solid tone and rapid stutter tone), you have new messages (or messages that you have listened to but did not save or delete). For information on accessing NBX features from an analog telephone, see the *NBX Feature Codes Guide* in the NBX NetSet utility.
- **In the NBX NetSet utility** — Log in as a user. The list of your messages appear in the Voice Mail Messages area on the **NBX NetSet > Personal Settings** screen. A new message has a ***** next to it. A forwarded messages has **FWD:** next to it.

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From Your Computer

To listen to your messages from your computer, you must have a sound card and a third-party application such as Windows Media Player:

1. Log on to the NBX NetSet utility with your extension and password.
2. Select a message in the Voice Mail Messages area, Personal Settings tab.
3. Click **Listen.**
4. The third-party application downloads and plays the voice message.
5. To delete the message, select the message and then click **Delete.**

From Your NBX Telephone

To listen to your messages from your own NBX Business or Basic Telephone:

1. Pick up the handset and press the **MSG** button to access the mailbox.
2. At the prompt, type your password and press **#**.
3. See Table 9 for the buttons that you use to manage your messages.

From Any Internal NBX Telephone

To listen to your messages from any NBX telephone other than your own within your NBX system:

1. Pick up the handset and press the **MSG** button.
2. Press ***** and dial your extension. You hear your name announcement.
3. Dial your password and press **#**.
4. See Table 9 for the buttons that you use to manage your messages.

From a Remote Location

To listen to your messages from an external telephone:

- **If you can dial your telephone extension directly** — Press ***** during your greeting. At the prompts, enter your extension and password, and press **#**.
- **If you call the main telephone number of your organization and:**
  - **The Automated Attendant answers** — Press *** *** during the greeting. At the prompts, enter your extension and password, and press **#.**
  - **The receptionist answers** — Ask to be transferred to your voice mail. Press ***** during the greeting. At the prompts, enter your extension and password and press **#**.

See Table 9 for the buttons that you use to manage your messages.

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Table 9 Managing Your NBX Voice Messages

1	Play or repeat a message.
abc 2	Save the message.
def 3	Delete the message from your mailbox. *You cannot retrieve a message after you delete it.*
ghi 4	Reply to the message. See "Replying to a Message" later in this chapter.
jkl 5	Forward the message. See "Forwarding a Message" later in this chapter.
mno 6	Listen to date, time, and sender information about the message. See "Information About Your Messages" next.
pqrs 7	Back up 5 seconds in the current message.
tuv 8	Pause the current message for up to 20 seconds.
wxyz 9	Move ahead 5 seconds in the current message.
#	Move to the next message.
*	Return to the main menu.

Information About Your Messages

To listen to date, time, and sender information for a message in your mailbox, press **6** during or after the message, and then press one of these buttons:

1	Date and time information.
abc 2	Sender information.
ghi 4	Listen to the previous message.

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Replying to a Message

You can send a reply to the originator of a voice mail message.

If you receive a message that is marked Private, you can send a reply only to the originator.

To reply to a message after you listen to it:

1. Press **4**.
2. After the tone, record your reply.
3. Hang up, or press **#** for more options.
4. If you press **#**, press one of these buttons:

1	Send your reply.
2 abc	Re-record your reply.
3 def	Listen to your reply.
9 wxyz	Mark the message **Private** or **Urgent**. See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel your message.

Forwarding a Message

You can forward most messages, either with or without adding introductory comments.

If the message that you received is marked Private*, you cannot forward it.*

To forward a message:

1. Log in to your voice mailbox at your telephone or remotely.
2. Listen to a message that you want to forward, and press **5**.
3. After the tone, record an introductory message and then press **#**.

   OR

   If you choose not to record a comment, press **#** when you hear the tone.

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4 Optionally, press one of these buttons, OR proceed to step 5.

abc 2	Re-record your introductory comment.
def 3	Listen to your introductory comment.
wxyz 9	Mark the message **Private** or **Urgent**. See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel your message.

5 When you are ready to forward the message, press **1**.

6 Dial one of these destination numbers plus **#**:

- The internal extension or mailbox number of the recipient
- A One-Touch (on the NBX Business Telephone), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 6.
- A personal voice mail group list number. (See "Creating Personal Voice Mail Group Lists" later in this chapter.)
- A site code plus extension (to send to a user on another NBX system in your organization). Example: neee or neeee (where n = one or more site code digits and e = the extension digits on the other system)

For details on valid site codes, see your administrator.

7 To forward the message to several recipients, dial each mailbox number followed by **#**.

8 After the last destination number and its **#**, press **#**. Your message is sent.

Stay on the line and follow the prompts to delete or save the message.

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Creating and Sending a Message

To create and send a message directly without actually making a call:

1. Log in to your mailbox at your telephone or remotely.
2. Dial **2** to select **Create and Send a Message**.
3. At the tone, record a message that is at least 2 seconds long, and press **#** to end the recording.
4. Optionally, press one of these buttons, OR proceed to step **5**.

abc 2	Re-record the message.
def 3	Review the message.
wxyz 9	Mark the message **Private** or **Urgent.** See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel the message.

5. When you are ready to send the message, press **1**.
6. Dial one of these destination numbers plus **#**:
   - The internal extension or mailbox number of the recipient
   - A One-Touch (NBX Business Telephone only), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 6.
   - A personal voice mail group list number. (See "Creating Personal Voice Mail Group Lists" later in this chapter.)
   - A site code plus extension (to send to a user on another NBX system in your organization). Example: neee or neeee (where n = one or more site code digits and e = the extension digits on the other system)

For details on valid site codes, see your administrator.

7. To send the message to several recipients, dial each mailbox number followed by **#**.
8. After the last destination number and its **#**, press **#**. Your message is sent.

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Creating Personal Voice Mail Group Lists

A Personal Voice Mail List, also called a mail group, is a collection of extensions to which you assign a special "group number." Use it to send a message to everyone on the list at the same time.

A Personal Voice Mail List is not the same as a Hunt Group or Calling Group. See "Hunt Groups and Calling Groups" in Chapter 7.

To create a personal voice mail list (mail group):

1. Log in to your mailbox at your telephone or remotely.
2. Dial **9** for **Mailbox Options**.
3. Dial **3** for **Group Lists**, and then **2** for **Create Group**.
4. Dial any 2-digit number, which becomes the Group Number.
5. After the tone, record a name for the group, and press **#**. Record the group number and name.
6. Dial one of these numbers:
   - **1** to save the group name and proceed to step **7**
   - **2** to change the group name and return to step **5**
   - ***** to exit without saving
7. After you press **1**, dial one of these destination numbers plus **#**:
   - The internal extension or mailbox number of the recipient.
   - A One-Touch (NBX Business Telephone only), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 6.
   - A site code plus extension (to send to a user on another NBX system in your organization). Example: neee or neeee (where n = one or more site code digits and e = the extension digits on the other system)

For details on valid site codes, see your administrator.

8. When you have added all of the destination numbers, press:
   - **1** to save the group list
   - **2** to cancel creating the group
   - ****** to return to the previous menu

   OR hang up.

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Modifying or Deleting Groups

You can review your voice mail groups, add members, or delete a group.

To modify a voice mail group:

1. Log in to your mailbox at your telephone or remotely.
2. Dial **9** for **Mailbox Options**.
3. Dial **3** to select **Group Lists**.
4. Press **1, 3,** or **4:**

1	Review your list of groups.
abc 2	Create a group.
def 3	Delete a group.
ghi 4	Add to the members in a group. See step 5.
*	Return to the main menu.

5. If you press **4**, dial one of these destination numbers plus **#** to add a destination address to the group:
   - The internal extension or mailbox number of the recipient.
   - A One-Touch (NBX Business Telephone only), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 6.
   - A site code plus extension (to send to a user on another NBX system in your organization). Example: neee or neeee (where n = one or more site code digits and e = the extension digits on the other system)

For details on valid site codes for your system, see your administrator.

6. When you have added all of the destination numbers, press:
   - **1** to save the modified group list
   - **2** to cancel this modification to the group
   - ****** to return to the previous menu

   OR hang up.

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Marking a Message as Private or Urgent

When you leave a message in another user's mailbox, you can mark it as *Private* or *Urgent*. If you do not select a delivery option, your message is sent as a Normal message.

- **Private Messages** — The recipient cannot forward the message to others.
- **Urgent Messages** — Places the message at the beginning of the recipient's message queue so that Urgent messages are heard first.

1. Follow the steps in "Replying to a Message", "Forwarding a Message", or "Creating and Sending a Message" earlier in this chapter.
2. In step **4**, press **9**.
3. To mark the message **Urgent,** press **1**. To mark the message **Private,** press **2**.
4. To send the marked message, press **1**, or listen to the prompts for other choices.

Forwarding Incoming Calls to Your Call Coverage Point

You can configure your NBX telephone so that all incoming calls go directly into your call coverage point, which may be your voice mailbox, the Auto Attendant or receptionist, or a different telephone number. When a call comes in, the telephone rings once (giving you the chance to answer the call) and then sends the call to your call coverage point.

On an NBX Business Telephone:

1. Press the **FWD MAIL (Forward to Mail)** button. The indicator light turns on.
2. To turn off Forward to Mail, press the button again. The light turns off.

On an NBX Basic Telephone:

1. Pick up the handset.
2. Press the **Feature** button and **440**. **FWD** appears in the display panel.
3. To turn off Forward to Mail, pick up the handset and press the **Feature** button and **440** again. **FWD** disappears from the display panel.

To prevent the telephone from ringing even once, use the Do Not Disturb feature. See "Do Not Disturb" in Chapter 6.

To view your current Forward Calls to Mail setting, log in to ***NBX NetSet > User Information > Feature Settings.***

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Other Ways to Manage Your Voice Mail Messages

You can listen to and, in some configurations, delete your voice messages from within an e-mail application or a messaging application using your Internet browser. For details, see "Listening to Your Messages in Your E-mail or Browser" in Chapter 7.

Other Kinds of Mailboxes

The NBX system allows you (for the greeting-only mailbox) or the administrator (for phantom or group mailboxes) to set up mailboxes for special situations, as described in this section.

Greeting-Only Mailbox

When you designate that your mailbox is a *greeting-only mailbox*, callers hear your personal greeting but they cannot leave a voice mail message.

Examples:

- If you are a teacher in a school, you can create a personal greeting message every day that explains homework assignments. Students call in to the greeting-only mailbox to get the homework information but cannot leave a message for you on this mailbox.
- When you take an extended leave of absence, you can create a personal greeting with the scheduled date of return and whom to call during your absence. Callers can be transferred to other extensions but are unable to leave voice mail messages for you.
- If you are the administrator, you can create a greeting-only mailbox and use the personal greeting to post information for employees, such as a notice that the offices are closed because of bad weather.

To change your voice mailbox to a greeting-only mailbox, in **NBX NetSet > NBX Messaging**, select **Greeting Only Mailbox**.

When you create the personal greeting, remember to tell callers that they cannot leave messages in this voice mailbox. For instructions on changing the personal greeting, see "Changing Your Name Announcement and Personal Greeting" earlier in this chapter.

In addition to preventing a caller from leaving a message, a greeting-only mailbox does not allow anyone to:

- Forward or create and send a message to it
- Reply to a message that was sent from its extension

Avoid adding a greeting-only mailbox to a personal voice mail group list.

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Phantom Mailbox

A *phantom mailbox* does not have an actual telephone associated with it. The administrator sets up a phantom mailbox.

Examples:

- If you are a sales representative who travels constantly for your organization and never comes into the office, you still need a way to receive telephone messages. Using your phantom mailbox, you can retrieve, forward, and save messages in the same way that any other employee can but without a physical telephone connected to your NBX system.
- If you are an employee who lives a long distance from your office and work from home, customers and others can leave messages in the your phantom mailbox and you can call in to the NBX system to retrieve them.

You retrieve messages from a phantom mailbox in the same way that you retrieve messages from a personal mailbox. See "Listening to NBX Messages" earlier in this chapter.

Group Mailbox

A *group mailbox* is a voice mailbox from which a group of users can retrieve messages. Your administrator creates group mailboxes and can explain how to retrieve messages that are left in the group mailbox.

Example:

- During nonbusiness hours, the system can send incoming telephone calls for your sales department to a group mailbox. Your administrator assigns to the appropriate sales people the ability to listen to, forward, or otherwise handle all messages that are directed to the group mailbox.

Your administrator can assign a Message Waiting Indicator for the group mailbox to an Access button on the NBX Business Telephone of each group member. The light next to the mapped button indicates when the group mailbox has messages in it. A group member can press the button to retrieve messages from the group mailbox.

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5 STANDARD FEATURES

This chapter describes standard features of the NBX Business and Basic Telephones. It covers these topics:

- Answering a Call
- Using the NBX Telephone Display Panel
- More Ways to Dial a Call
- Setting Your Call Coverage Point
- Putting a Call on Hold
- Transferring a Call
- Establishing a Conference Call
- Setting the Volume

For help on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *in the NBX NetSet utility. For how to set up your NBX NetSet password the first time, see Chapter 1.*

If your system uses a third-party messaging application, use the documentation for your messaging application instead of the instructions in this chapter.

***CAUTION:** The NBX telephone system operates over the LAN, not through a traditional telephone connection. Your telephone is connected to the NBX system through an RJ45 Ethernet connector instead of a typical RJ11 telephone connection. Your telephone will not work unless it is connected properly. For instructions on how to connect your telephone to the LAN, see Appendix A. **Exception:** To connect an NBX Business or Basic Telephone that has a model number that ends in PE, see the packing sheet that comes with your telephone. See the underside of the telephone for your model number. Ask your administrator if you have questions about your telephone connection.*

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Answering a Call

To answer an incoming call, pick up the handset or, if you are using an NBX Business Telephone, press the **Speaker** button.

The display panel on an NBX Telephone shows the name and extension of an internal caller. If your organization purchases Caller ID service from your telephone company and if the external caller allows Caller ID information to be broadcast, the display panel shows the external caller's name and telephone number.

An unanswered call on any telephone on the NBX system is forwarded to the point that you specify in **NBX NetSet > User Information > Call Forward**. To specify the number of times that your telephone rings before the call is forwarded or to specify where you want the call to go, see "Setting Your Call Coverage Point" later in this chapter.

Answering a Second Call

On the NBX Business Telephone, when a new call arrives while you are on a call:

1. Press **Hold** to put the current call on hold.
2. Press the **Access** button for the line on which the new call is arriving.
3. To return to the earlier call, hang up the new call, or put it on hold or transfer it, and then press the **Access** button for the original call.

On the NBX Basic Telephone, use Table 10 to manage the two lines.

Table 10 Managing Multiple Calls on the NBX Basic Telephone

Line A	Line B	How to Manage New Calls
Active call	Ringing	To answer the incoming call, press Call Toggle. (If you do not answer, the system sends the second call to your call coverage point.)
Active call	On hold	To toggle to the call that is on hold, press Call Toggle. To return to the first call, press Call Toggle.
On hold	Ringing	If you place one call on hold: ■ And you DO NOT hang up the handset, and the other line rings, press Call Toggle to return to the call on hold. Then press Call Toggle to answer the incoming call. ■ And you DO hang up the handset and the other line rings, pick up the handset to connect to the incoming call. Press Call Toggle to switch calls.

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Table 10 Managing Multiple Calls on the NBX Basic Telephone (continued)

Line A	Line B	How to Manage New Calls
On hold	On hold	If you have placed two calls on hold: ■ And you DO NOT hang up the handset, press Call Toggle to return to the call you most recently placed on hold. Then press Call Toggle again to return to the line you first placed on hold. ■ And you DO hang up the handset, pick up the handset to return to the call you most recently placed on hold. Then press Call Toggle to be connected to the line you first placed on hold.
Active or on hold	On hold	If a third call comes in while you have one active call and one on hold, or two calls on hold, the system forwards the third caller directly to your call coverage point. See "Setting Your Call Coverage Point" in Chapter 5 for call forwarding details.

See also "Status Icons on the Basic Telephone" in Chapter 3 for the indicators in the NBX Basic telephone display panel during these calls.

Using the NBX Telephone Display Panel

Use the telephone display panel of the NBX Telephone to dial a number:

- **Call Logs** — Logs of the most recent calls to and from your telephone (Missed Calls, Answered Calls, Dialed Calls).
- **Directory** — A list of the users and their extensions on your system
- **Personal Speed Dials** — A list of personal speed dial numbers that you have set in **NBX NetSet > Speed Dials** or **System Speed Dials,** the list of the system-wide speed dial numbers

To access the display panel lists:

1. Pick up the handset. Press one of the scroll keys to the right of the display.

On an NBX Business Telephone, press a scroll key without picking up the handset. The Speaker comes on, and you hear the dial tone briefly.

2. Use the scroll keys to move through the lists. When you see the list that you want to use, press the button under **Slct** (Select).
3. Use the scroll keys to move to the name or number that you want to call. Verify that the cursor is at that entry, and press the button under **Slct**.
4. To move back to the previous menu, press the button under **Back**.
5. To leave the lists entirely, press the button under **Exit**, or press an **Access** button that is programmed for **Release**, or hang up.

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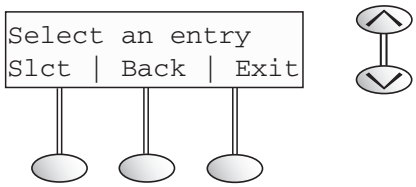
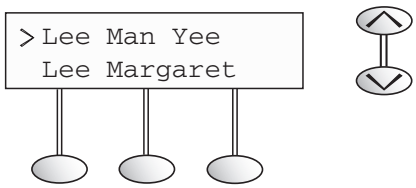
Tips on Using the Lists

- After you press a scroll key, if you do not select an item immediately, the display alternates between the list:

and the menu choices:



- In the user directory, names appear in alphabetical order. The system updates the directory when your administrator adds or removes users.



- In the user directory, to move quickly to the first name that begins with a particular letter, use the key pad. For example: press **3** twice to move to the first name that begins with E; press **3** three times to move to the first name that begins with F. Then scroll to the name you want.

More Ways to Dial a Call

This section describes other standard dialing features. For information on dialing from an analog telephone, see the *NBX Feature Codes Guide* in the NBX NetSet utility.

An Internal Call

To dial an internal call:

1. Pick up the handset or, on an NBX Business Telephone, press the **Speaker** button. You hear the dial tone. For an internal call, if your telephone defaults to an external line or if you inadvertently choose an external line, select an internal line.
2. Use the display panel to find and dial the last name in the user directory, find and dial one of the numbers in a speed dial directory, or dial the person's 3-digit or 4-digit extension.

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3 When you are finished, hang up the handset, or if you are using the Speaker, press the **Speaker** button again to end the call.

For details about placing calls to remote or branch offices, see "Dialing a Call to a Remote Office" in Chapter 7.

An External Call

To dial an external call:

1 Pick up the handset or, if you are using an NBX Business Telephone, press the **Speaker** button. You hear the Dial Tone. If your telephone defaults to an internal line, dial **9, 8** or whatever you need to access an external line. If you are using an NBX Business Telephone and one of the buttons is configured to access an external line directly, press the **Access** button.

2 Dial the number, OR use the display panel on an NBX Telephone to scroll to a recent missed, answered, or dialed number, or a personal or system-wide speed dial number. If you have programmed one of the One-Touch buttons on the NBX Business Telephone, press that button.

3 When you finish speaking, hang up the handset, or if you are using the Speaker, press the **Speaker** button to terminate the call.

Redialing a Call

On an NBX Business Telephone:

- Pick up the handset and press **Redial** to dial the most recent number that you called OR use the Call Logs to redial a recently missed, answered, or dialed call.

On an NBX Basic Telephone:

- Pick up the handset on your telephone and then press the **Feature** button + **401** to dial the most recent number that you dialed, OR use the Call Logs on the display panel to redial a recently missed, answered, or dialed call.

Setting Your Call Coverage Point

Use this feature to specify:

- How many times you want your telephone to ring before the system forwards unanswered calls
- Where you want your calls to go when you do not answer

To change the number of rings or the call coverage point:

1 Log in to **NBX NetSet > User Information > Call Forward**.

2 Select your choice for the **Number of rings before forwarding a call**.

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3 Select a call coverage point:

- If you select **Forward Call to Phone Number**, type that number in the Phone Number field. Do not use parentheses, hyphens, or spaces. For external calls, start by entering a **9** or **8** or whatever required to access an outside line. Example: **912815551212** dials (281) 555-1212.

*The number that you choose may be limited by your call permissions. To view your permissions, see **NBX NetSet > User Info > Call Permissions**.*

- If you select **Disconnect (no coverage)**, the system disconnects an incoming call if it is not answered after the specified number of rings.

4 Click **Apply**, and then click **OK**.

- *Calls that come in directly to your extension go to the call coverage point that you specify in the NBX NetSet utility.*
- *Calls that come to your telephone through hunt groups and calling groups follow the call coverage path that your administrator sets up for the group. See "Hunt Groups and Calling Groups" in Chapter 7.*

Putting a Call on Hold

To put a call on hold for any reason, follow these steps.

On an NBX Business Telephone:

1 Press the **Hold** button.

2 To return to the call, press the appropriate **Access** button.

On an NBX Basic Telephone:

1 Press the **Hold** button.

2 To return to the call, press the **Call Toggle** button.

To Dial Another Call

To place a call on hold to dial a new call:

On an NBX Business Telephone:

1 Press the **Hold** button.

2 Press one of the **Access** buttons that is currently not being used.

Typically, the bottom three Access buttons in the row on the right are reserved for your extension. Your system administrator can verify the number and location of Access buttons on your NBX Business Telephone.

3 When you hear dial tone, dial the second call.

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On an NBX Basic Telephone:

1. Press the **Hold** button.
2. To obtain dial tone to make the second call:
   - If you DID NOT hang up the handset, press and release the hook switch.
   - If you DID hang up the handset, pick it up again.
3. When you hear dial tone, dial the second call.

To Put More Than One Call on Hold

To place more than one call on hold:

On an NBX Business Telephone:

1. To place the current call on hold, press the **Hold** button.
2. Make or receive a new call:
   - To make a call, press one of the **Access** buttons that is currently not being used and when you hear dial tone, dial the call.
   - To receive a call, locate the flashing status light that indicates the incoming call and press the associated **Access** button.
3. To place the new call on hold, press the **Hold** button.
4. To return to either call, press the appropriate **Access** button.
5. To place or receive another new call, repeat the previous steps.

The number of simultaneous calls that you can have on your NBX Business Telephone is limited by the number of Access buttons defined for your extension. The default is the three buttons at the bottom of the row on the right side of your telephone. Your administrator can verify the number and location on your telephone.

On an NBX Basic Telephone

1. Press the **Hold** button.
2. Make or receive a new call:
   - To obtain dial tone and make a second call:
     - If you DID NOT hang up the handset, press and release the hook switch.
     - If you DID hang up the handset, pick it up again.

     When you hear dial tone, dial the second call.

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- To answer a call:
  - If you DID NOT hang up the handset, press the **Call Toggle** button.
  - If you DID hang up the handset, pick it up again.

3 To place the second call on hold, press the **Hold** button.

On an NBX Basic Telephone, you can place at most two calls on hold.

On the NBX Basic Telephone, if you have placed two calls on hold, how you return to the calls depends on whether you have hung up since you put the second call on hold.

If you have placed two calls on hold:

- And you DID NOT hang up the handset, press **Call Toggle** to return to the call that you most recently put on hold. Then press **Call Toggle** again to put that call on hold and return to the second call.
- And you DID hang up the handset, pick up the handset to return to the call that you most recently put on hold. Then press **Call Toggle** to put the call on hold and return to the second call.

Transferring a Call

When you answer an incoming telephone call, the Transfer feature allows you to send that call from your telephone to any other internal line or, if your call permissions allow, to an outside line. (To view your permissions, log in to **NBX NetSet > User Information > Call Permissions**. The administrator can change your call permissions.)

Announced (Screened) Transfer

Before you complete a transfer, you can announce to the recipient that you are transferring a call. The recipient can then decide whether to take the call. To announce a transfer:

1 While on a call, press the **Transfer** button. The system places the caller on hold and selects a new line.

2 Dial the extension number to which you want to transfer the call.

3 When the recipient answers, announce the call.

- If the recipient wants to take the call, press **Transfer** again to complete the transfer, and hang up the handset.
- If you are on an NBX Business Telephone and the recipient does not want to take the call, retrieve it by pressing the Access button on which the call originated.

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- If you are on an NBX Basic Telephone, and the recipient does not want to take the call, press and release the hook switch to disconnect the attempted transfer, and then retrieve the original call by pressing **Call Toggle**.

Blind Transfer

In a blind transfer, you transfer the call without notifying the recipient:

1. While on a call, press the **Transfer** button. The system places the caller on hold and selects a new line.
2. Dial the number to which you want to transfer the call.
3. As soon as you hear a full ring, press the **Transfer** button and hang up. (If you press the Transfer button too soon after you dial the number, the transfer may not occur.)

Your administrator can disable announced Transfers for the entire NBX system. When that setting is enabled, every time that you press the Transfer button, the current call is transferred as soon as you dial the extension — without waiting for you to announce the call.

Direct Mail Transfer

You can transfer a call directly into another user's voice mailbox. The call does not ring on that user's telephone.

Calls transferred to a user's mailbox by means of Direct Mail Transfer are always directed into that user's voice mailbox, even if the recipient has specified a different call coverage point.

On an NBX Business Telephone:

1. While you are on a call, press the Access button assigned to **Direct Mail Transfer**.
2. Dial the extension of the person to whose voice mailbox you want to transfer the call.
3. Hang up the handset.

On an NBX Basic Telephone:

1. While you are on a call, press the **Feature** button and **441**.
2. Dial the voice mail extension of the person to whose voice mailbox you want to transfer the call.
3. Hang up the handset.

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Establishing a Conference Call

You can establish a Conference Call with up to four parties, including yourself. You must be using a telephone on the NBX system. The other three parties can be any combination of internal and external calls.

From an NBX Telephone, follow these steps:

On the NBX Basic Telephone, you must use *the Feature code instructions in parentheses. For the NBX Business Telephone, use the Conference button* ***OR*** *the Feature Code instructions.*

1. Dial a call, or receive a call from someone else. Two parties are now on the call.
2. While on the call, press the **Conference** button (or press **Feature + 430**). The system selects a new line and places the first party on hold.
3. Dial a call to an internal or external third party.
   - For an **announced** conference, wait for the third party to answer the call, and then press the **Conference** button (or **Feature + 430**) again.
     - Until you press the **Conference** button (or **Feature + 430**) the second time, the second party remains on hold, and you may converse with the third party privately.
   - For a **blind** conference, press the **Conference** button (or **Feature + 430**) immediately after you dial the number. You return to the conference, and you and the second party hear the called party's telephone ringing.

   If the third party answers, three parties are now in the conference call.

If the third party is internal and does not answer, the attempt to conference is cancelled. You cannot establish a conference call with an NBX user's voice mailbox.

4. Repeat steps 2 and 3 to conference in a fourth party.

- *On the NBX Business Telephone, to use your speaker phone during the conference call, press* the ***Speaker*** *button.*
- *On the NBX Business Telephone, to turn off the microphone, press the* ***Mute*** *button. The other parties cannot hear you, but you can hear them.*
- *For details about the Speaker and Mute features, see "Business Telephone Buttons and Controls" in Chapter 2.*

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More About Conference Calls

- To place your part of a conference call on hold, press the **Hold** button. The other parties can talk among themselves, but they cannot hear you. Music on hold does not play when a conference call is on hold.
- To transfer a conference call to another telephone, press the **Transfer** button. Dial the number to which you want to transfer the call, announce to the recipient (optionally) that you are transferring a conference call, and then press the **Transfer** button again. All of the conferenced parties are transferred except yourself.
- Your ability to drop the last person that you added to the conference is transferred to the person who accepts the transfer.

Disconnecting the Last Person That You Called

Use the Conference Drop feature to disconnect the last person that you add to a conference call. This feature is helpful if, when you add a party, your call is answered by someone else.

- *Only the person who added the last caller to the conference call can drop that caller.*
- *Your administrator can configure any Access button on an NBX Business Telephone or the Attendant Console to be a* ***Conference Drop*** *button.*

On an NBX Basic Telephone, or on an NBX Business Telephone that does not have a button programmed for Conference Drop:

1. Press the **Feature** button and **431**.
2. The system returns you to the others who are in the conference call.

Setting the Volume

On any NBX Telephone, use the **Volume Control** buttons to raise or lower the volume.

- **Ring Volume** — To raise or lower the volume of the ring, press the up or down **Volume Control** buttons repeatedly **while your telephone is ringing**, until the volume is at the level that you prefer. Ringer volume is different from ringer tone. See "Ringer Tones" in Chapter 6.

You can listen to and change the sound of the ringing on your telephone in ***NBX NetSet > Ringer Tones****. See Chapter 1 for how to use the NBX NetSet utility.*

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- **Handset Volume** — To raise or lower the volume of the dial tone or of the sound that you hear on the handset, pick up the handset and then press the up or down **Volume Control** buttons repeatedly until the volume is at the level that you prefer. You can change the volume during a conversation or by listening to the dial tone.
- **Speaker Volume (NBX Business Telephones only)** — To raise or lower the volume of the speaker when you are using the speaker phone, press the **Speaker** button and then press the up or down **Volume Control** button repeatedly until the volume is at the level you prefer. You can change the volume during a conversation or by pressing **Speaker** and listening to the dial tone.

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6 Personalizing Your Telephone

Your NBX Networked Telephony System has many features that can make it easier to use your telephone. This chapter describes:

- Guidelines About Features on NBX Telephones
- Ringer Tones
- Speed Dials
- Off-Site Notification
- Do Not Disturb
- Preventing Unauthorized Use of Your Telephone
- Class of Service Override
- Palm Integration
- Using a Headset

For help on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *below any screen in the NBX NetSet utility. For how to set up your NBX NetSet password for the first time, see Chapter 1.*

If your system uses a third-party messaging application, use the documentation for your messaging application instead of these instructions.

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Guidelines About Features on NBX Telephones

- If your telephone does not have a button programmed for Feature, ask your administrator to program one.
- Your administrator determines whether some of the features that are described in this chapter are available for your telephone or for the entire system, so some of these features may not be available to you.
- The settings on your telephone, including your extension, personal settings, and system settings, remain the same even when you move your telephone from one Ethernet jack to another, as long as both Ethernet connections are part of the same LAN.
- Because your extension and personal settings are associated with your telephone, you cannot switch your telephone with another user's telephone without first having your administrator reassociate your profile with the other telephone.

Ringer Tones

To help you to distinguish your telephone's ring from the sound of other phones, use the NBX NetSet utility to select one of nine ringing tones.

To change the ringer tone:

1. Verify that your computer has a sound card and speaker.
2. Log in to **NBX NetSet > Ringer Tones**.
3. Click each of the nine **Sample Ringer Tone** buttons to hear the choices.
4. From the **Ringer Tone Setting** pull-down list, select the number of the tone that you want.
5. Click **Apply**.

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Speed Dials

This section describes the types of speed dials — personal speed dials and system-wide speed dials, plus the special case for NBX Business Telephones, called One-Touch speed dials. It also describes how you can print a list of speed dials and a set of labels for your telephone, showing which of your buttons are mapped to features and speed dial numbers.

Personal Speed Dials

You can create a list of up to 99 personal speed dial ID numbers (600 through 699) for any telephone on the NBX system. These speed dials are available only from the telephone for which they were created.

You create, view, and print your personal speed dial list using the NBX NetSet utility. You can view and dial a personal speed dial number using the telephone display panel of any NBX Telephone.

*The first personal speed dial numbers appear on whichever of the **Access** buttons at the right of your NBX Business Telephone that:*

- *Are not used for your extension (normally the bottom 3 buttons)*
- *The administrator has not mapped to features. See "Special Case: One-Touch Speed Dials" later in this chapter.*

To assign or change a personal speed dial number:

1. Go to **NBX NetSet > Speed Dials > Personal**.
2. In the **Personal Speed Dials** box, select an unassigned speed dial ID number, or select the speed dial ID number for which you want to change the speed dial number.
3. In the **Destination Number** text box, type the telephone number that you want the system to dial when you use that ID number.

Include all of the prefix numbers that you would normally dial, such as a 9 or 8 or 1 to access an outside line, and, if necessary, the country code or area code. Do not use spaces, hyphens, commas, or other nonnumeric characters.

4. In the **Description** text box, type a brief description, usually a name, that corresponds to the number.
5. After you have made all of your changes to the personal speed dials, click **Apply**, and then click **OK**.

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To use a personal speed dial:

1. Pick up the handset or, if you are using an NBX Business telephone, you can press the **Speaker** button.
2. Press the **Feature** button plus the 3-digit personal speed dial code for the number you want to call, or scroll to Personal Speed Dials on the display panel, press **Slct**, scroll to the number that you want to dial, and press **Slct** again.

If you dial a speed dial code that has no number assigned to it, the display panel shows the message "No number stored."

System-wide Speed Dials

The administrator can set up to 100 system-wide speed dials (using 700 through 799) for numbers that are dialed frequently by many internal users. You can view the system-wide speed dial list through the NBX NetSet utility, or you can view and dial from it using the telephone display panel.

You can ask the administrator to map a system-wide speed dial number to one of the Access buttons on your telephone. See "Special Case: One-Touch Speed Dials" next.

To use a system-wide speed dial:

1. Pick up the handset or, if you are using an NBX Business Telephone, you can press the **Speaker** button.
2. Press the **Feature** button plus the 3-digit system-wide speed dial code for the number that you want to call, or scroll to System Speed Dials on the display panel, press **Slct**, scroll to the number that you want to dial, and press **Slct** again.

If you dial a speed dial code that has no number assigned to it, the display panel on your telephone shows the message "No number stored."

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Special Case: One-Touch Speed Dials

(NBX Business Telephones only) In most circumstances, your administrator designates the bottom 3 of the 12 Access buttons at the right of your NBX Business Telephone (item 7 in Figure 2 in Chapter 2) as extension lines to manage incoming and outgoing telephone calls. Any of the remaining 9 buttons that the administrator has not mapped to a feature or system-wide speed dial is available for a One-Touch speed dial.

Use either the One-Touch or the Personal speed dial screen to assign or change the One-Touch speed dial numbers on your telephone. If you make a change in one screen, it appears in the other screen. See "Personal Speed Dials" or follow these steps for the One-Touch screen.

To add or change a One-Touch speed dial on an available Access button:

1. Log in to **NBX NetSet > Speed Dials > One Touch.**
2. Any box that has an asterisk in the right margin is available for a personal or system-wide speed dial. In any of the asterisked text boxes under **Number**, type the telephone number to which you want to assign a speed dial button. Or change the telephone number in a box that already has a speed dial number.

*Include all of the prefix numbers that you would normally dial, such as a **9** or **8** or **1** to access an outside line, and, if necessary, the country code or area code. Do not use spaces, hyphens, commas, or other nonnumeric characters.*

3. In the text box under **Description**, type a brief comment, usually a name, to help you remember which number you have assigned to this button.
4. After you have made all of your changes to the One-Touch speed dials, click **Apply**, and then click **OK**.

If you make a change in this screen, the change also appears in the Personal Speed Dials screen. See "Personal Speed Dials" earlier in this chapter.

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Printing Speed Dial Lists

You may find it useful to have a paper list of personal or system speed dials. To print a list of speed dials:

1. Log in to **NBX NetSet > Speed Dials > Personal** or **System-wide**.
2. Click
3. A list appears with all of the personal or system-wide speed dial numbers that are allocated to your telephone.
4. Click to print the list.

Printing Labels for NBX Telephones

You can print labels for your telephone using the LabelMaker forms in the NBX NetSet utility or on the *NBX Resource Pack CD*. You need Adobe Acrobat Reader 4.0 or higher to open and add text to the LabelMakers. You can download Acrobat Reader 5.0 from the NBX NetSet utility, from the *NBX Resource Pack CD*, or from **www.adobe.com.**

To use the LabelMakers:

1. Log in to **NBX NetSet > Speed Dials > Telephone Labels.** The label form for your type of telephone appears.
2. To edit the label form, click in the field where you want to add a feature, name, or number, and then type in the field.
3. Press **Tab** to move to the next text field in the label.
4. When you are finished, click anywhere outside of the labels to ensure that all edits take effect.
5. Select **Print**. In your print dialog box, clear the checkbox for **Shrink to Fit** or **Fit to Page** or any similar choice so that the label size does not change when you print.
6. Print and cut out the labels, and then place them in the label holders on your telephone.

The free Adobe Acrobat Reader allows you to print files but not to save changes. To save the information that you enter, you must purchase the full Adobe Acrobat application.

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Off-Site Notification

When you enable off-site notification, the NBX Messaging system notifies you that you have received voice mail. You can then retrieve your messages. Off-site notification consists of one cycle of up to five attempts to reach you, one attempt for each Attempt row that you configure in the Off-Site Notification screen.

To configure off-site notification for your voice mailbox:

1. In **NBX NetSet > NBX Messaging > Off-Site Notification,** look for the System and Group columns in the upper right corner. If the columns show "Yes," your system administrator has enabled off-site notification for the NBX system and for the Class of Service group to which your telephone belongs. If "No," ask to have these features enabled.
2. Check **Enabled,** or, if you want to be notified only about urgent voice mail messages, check **Urgent Messages Only.**
3. In the first **Attempt** row, in the **Method** drop-down list**,** select **Pager, VoiceMail,** or **EMail**

*The cycle of notice behaviors differs depending on the method that you specify for the **first** attempt. See the tables at the end of this topic.*

4. In the **Number/Address** field:
   - If you selected **Pager** for **Method** in step 3**:**
     - Enter a pager number. Do not use parentheses, hyphens, or spaces. Ask your administrator if you need to include the area code and any other digits that your system needs to dial an outside number (such as 9, 8, 1, or 0). After you receive the pager message, you call in to your voice mailbox to listen to your messages.
     - In the **Numeric Page** field, indicate what you want the pager to display. Enter a series of digits, such as your telephone extension number.
   - If you selected **VoiceMail** for **Method** in step 3**:**
     - Enter the telephone number at which you want to be notified. Do not use parentheses, hyphens, or spaces. Ask your administrator if you need to include the area code and all other digits that your system needs to dial an outside number (such as 9, 8, 1, or 0).

       When you choose to be notified by voice mail, the NBX system calls the number that you enter in this field. When you answer the call, the system announces the new voice message and allows you to follow the prompts (or log in to the NBX NetSet utility) to access your voice mailbox and listen to and delete any of your messages.

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- If you selected **EMail** for **Method** in step 2**:**
  - Enter the e-mail address at which you want to be notified. You can use different e-mail addresses for different Attempts.

    You can listen to the messages using your PC sound card.

If you delete the e-mail notice with its attached WAV file after you listen to the message, you delete only the copy. The original voice mail message remains in your NBX voice mailbox. You must log in to the NBX voice mail system by telephone or through the NBX NetSet utility to delete your messages.

5 From the **Interval** drop-down list box, select the number of minutes that you want the system to wait after each attempt before it moves to the next attempt.

The "best" time interval depends on the Attempt method that you choose. For instance, allow sufficient time after a Pager notification for the usual delay at your pager supplier.

6 Click **Apply.**

7 Repeat steps 2 through 6 to set up additional attempts if you want.

*The cycle of notice behaviors differs depending on the method that you select for the **first** attempt. See the tables at the end of this topic.*

8 You do not need to configure every Attempt row. When you have configured all of the Attempt rows that you want, click **OK.** The NBX Messaging tab appears.

9 Test your off-site notification settings by leaving yourself a voice mail message.

Additional Notes

- You can use the same notification method for all five attempts, or any combination of methods.
- If your voice mailbox is full and someone tries to leave you a voice mail message, the NBX system does not send you an e-mail notification.
- When you activate the **Telephone Locking** feature on your telephone, the NBX system sends you off-site notification messages only if the notification number (for example, your pager number) is a toll-free telephone number. See "Telephone Locking" later in this chapter.

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Notice Behaviors

These tables explain how the cycle of notice behaviors depends on the method that you select for the **first** attempt. See the definitions as well as "Resetting the Off-Site Notification Cycle" on the next page.

- **If you specify EMail for the first attempt:**

Attempt	Method	Notice Behavior
1	**EMail**	■ You receive an e-mail notice **for each voice message.** ■ Each e-mail notice contains information about the voice message (like time of receipt and the number that called) and the voice message attached as a WAV file.
and then you configure:		
2 through 5 as	**EMail**	■ You receive an additional e-mail notice **for each voice message.** ■ The second e-mail notice contains no information about the voice message (like time of receipt and the number that called) and no WAV file attachment.
2 through 5 as	**Pager**	■ You receive a pager call **for each voice message.**
2 through 5 as	**VoiceMail**	■ You receive a telephone call **for each voice message.** Follow the prompts to log in and listen to messages, or log in to the NBX NetSet utility.

- **If you specify Pager or VoiceMail for the first attempt:**

Attempt	Method	Effect
1	**Pager or Voice Mail**	■ You receive a telephone call or pager call **for only the first new voice message.**
and then you configure:		
2 through 5 as	**EMail**	■ You receive an e-mail notice **for only the first new voice mail message.** The e-mail notice contains no information about the voice message (like time of receipt and number that called) and no WAV file attachment.
2 through 5 as	**Pager**	■ You receive a pager call for **only the first new voice message.**
2 through 5 as	**Voice Mail**	■ You receive a telephone call for **only the first new voice message.**

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Resetting the Off-Site Notification Cycle

When you log in to your voice mailbox and hang up or log off (regardless of whether you listen to or delete messages), you start the off-site notification cycle again. You will be notified about the next message that comes into your voice mailbox.

Definitions

- **Cycle** — One round of Attempt methods 1 through 5.
- **First new voice mail message** — The first voice mail message that arrived at your mailbox since the last time that you logged in to your voice mailbox through a telephone OR through the NBX NetSet utility
- **Reset** — The result of logging in to the NBX NetSet utility as a user.

Do Not Disturb

When the Do Not Disturb feature is enabled, calls coming in to your telephone immediately go to the call coverage point that you set in the NBX NetSet utility. See "Setting Your Call Coverage Point" in Chapter 5.

When your telephone is in Do Not Disturb mode:

- Your telephone does not ring when it receives an incoming call.

If you use a Business Telephone or an Attendant Console, the associated status light does flash when a call arrives.

- You can use the telephone to dial outgoing calls.
- You can use the telephone to dial internal and external pages.
- An NBX Business Telephone does not broadcast incoming paging messages over the speaker.
- If your telephone is part of a call pickup group, no other telephone in the pickup group can retrieve a call that comes directly in to your telephone. The incoming call goes immediately to the call coverage point (voice mail, auto attendant, or other extension).
- If your telephone is part of a hunt group, incoming calls to the hunt group ring on your telephone. Calls coming in directly to your telephone (not directed to the hunt group) do not ring on your telephone. To prevent every call from ringing, you must enable Do Not Disturb and also log out of the hunt group.

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To enable and disable Do Not Disturb using the feature code:

1. Pick up the handset and press **Feature + 446**.
2. Hang up. Your telephone is now in Do Not Disturb mode. The display panel on an NBX Telephone shows **DO NOT DISTURB.**
3. To disable Do Not Disturb mode, repeat steps **1** and **2**. The **DO NOT DISTURB** message disappears from the display panel.

*To view your current Do Not Disturb setting if you do not have an NBX Telephone or if you are away from your desk, log in to **NBX NetSet > User Information > Feature Settings.***

Preventing Unauthorized Use of Your Telephone

You can prevent others from dialing long-distance or other unauthorized calls from your telephone temporarily with the **Telephone Locking** feature, or permanently by having your administrator adjust the call permissions schedule for your extension.

Telephone Locking

To enable and disable the Locking feature using the feature code:

1. Pick up the handset and press the **Feature** button **+ 432.** The display panel on an NBX telephone prompts you to enter your password.
2. Enter your password + **#** and hang up. Your telephone is now locked. The display panel shows the **Lock** icon and displays only the directory and system-wide speed dials.
3. To turn off this feature, repeat steps **1** and **2.** The **Lock** icon disappears, and your call logs and personal speed dials are again available.

When Telephone Locking is activated, a person using your telephone can dial only toll-free calls, calls to emergency services (such as 911 in the United States), or calls to telephone numbers that have been programmed in your system as "internal" calls.

*Even when Telephone Locking is active on your telephone, your off-site notification choices remain in effect. Your incoming calls are routed to the outside telephone numbers or paging numbers that you have specified in **NBX NetSet > NBX Messaging > Off-Site Notification,** even if these numbers are not toll-free.*

*To view your current Telephone Lock setting if you do not have an NBX Telephone or if you are away from your desk, log in to **NBX NetSet > User Information > Feature Settings.***

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Call Permissions

Your administrator establishes Call Permissions to control the types of calls that can be dialed from your telephone. The administrator can configure these permissions to change depending on the time of day. For example, your administrator can prevent long-distance calls from being dialed from your telephone outside of business hours.

To view your current call permissions, log in to **NBX NetSet > User Information > Call Permissions**.

Class of Service Override

The Class of Service Override feature allows you to apply the features of your own NBX telephone temporarily to another NBX telephone on the same local network.

Example:

- The telephone in a conference room can be configured so that long-distance telephone calls cannot be dialed from it. You may, however, need to place a long-distance call during a meeting. Using the Class of Service Override feature, you can apply the features of your own telephone to the conference room telephone **for one call only** and dial the call (assuming that your Call Permissions allow you to make long-distance calls from your own telephone).

To activate the one-call-only Class of Service Override from any NBX telephone:

1. Pick up the handset.
2. Press the **Feature** button and **433**.
3. Dial your telephone extension.
4. Dial your voice mailbox password and press **#**.
5. When you hear the dial tone, you can dial the call in the same way that you do from your own NBX telephone.

When you use Class of Service (CoS) Override, any reports that are generated on the NBX system indicate that the CoS features of your own NBX telephone were applied temporarily to the telephone on which you made the call.

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Palm Integration

(NBX 2102-IR Telephone only) — The infrared port on the front edge of the NBX Model 2102-IR Business Telephone receives infrared signals from a hand-held device running the Palm operating system. You can use your hand-held device to call numbers in its directory and to perform standard NBX Business Telephone operations, such as Forward, Redial, and Transfer.

Install the Palm Dialer software (available on the NBX Resource Pack CD*) on your hand-held device. See your administrator for details.*

Using a Headset

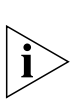
You can use a headset that has a microphone with any NBX telephones. These instructions are for a typical headset and amplifier. You may need to modify some of these instructions for some types of headset or amplifier equipment.

To use a headset for **all** calls:

1. Insert the cord for the headset amplifier into the handset cord's receptacle on the underside of the telephone.
2. Insert the cord for the headset into the headset amplifier and put on the headset.
3. Pick up the phone's handset off the phone and lay it down on your desk.

To use either the handset or the headset for each call:

1. Insert the cord for the headset amplifier into the handset cord receptacle on the underside of the telephone.
2. Insert both the headset cord **and** the handset cord into the headset amplifier.
3. For headset calls: Lift the handset off the telephone and leave it off. Use the headset microphone and earphones.
4. For handset calls: Press the button on the headset amplifier that turns the headset off, pick up the handset, and speak into it.



When you use a headset, either the headset or the amplifier is plugged into the handset cord's receptacle on the underside of the telephone. Although the handset may be plugged into the amplifier, you must remove the handset from the cradle to use the headset.

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Ending Calls When Using a Headset

To end calls when using a headset with:

- An NBX Business Telephone, press the **Release** button.
- An NBX Basic Telephone, press the **Feature** button and **111**.

Returning to the Headset After a Long Delay

Certain brands of headsets have a power-saving mode that prevents the telephone from ringing for one or more calls when **both** of these circumstances are true:

- The headset amplifier buttons for **Mute** and **On** are both set to **On**.
- The handset is off the phone for a long time (for instance, overnight).

It may take a few minutes for your headset to return from the power-saving mode to the active mode when calls first come in, so your telephone may not ring until the headset has returned to active mode, and you may miss a call.

If you plan to not use the headset for a long time (for instance, overnight), 3Com recommends that you set the mute and headset buttons on the amplifier to **Off** and hang up the handset on your telephone. When you are ready to receive calls again, set up the headset for receiving calls:

1. Pick up the handset on your telephone and lay it down on your desk.
2. Put on the headset. On the amplifier, set headset button to **On**.

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7 Getting More from Your Telephone System

This chapter covers these topics:

- Listening to Your Messages in Your E-mail or Browser
- Account (Billing) Codes
- Caller ID
- Call Pickup
- Hunt Groups and Calling Groups
- Call Park
- Paging
- Dialing a Call to a Remote Office
- Bridged Extensions
- Delayed Ringing
- Pulse Dialing
- Additional Applications

Several of the features described in this chapter include having a telephone line appear on more than one NBX® Business Telephone. For any of these features, if one person is using a telephone line, no one else can listen in on that same line from a different telephone.

If your system uses a third-party messaging application, use the documentation for your messaging application instead of the instructions in this chapter.

For help on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *in the NBX NetSet™ utility. For how to set up your NBX NetSet password the first time, see Chapter 1.*

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Listening to Your Messages in Your E-mail or Browser

You can listen to your voice mail from any computer that allows you to access your e-mail. Your e-mail software application must be IMAP-4 compliant, for instance, Microsoft Outlook.

If you configure your first off-site notification method to send you an e-mail message when you have voice messages, the NBX system sends each voice mail message as an attachment to an e-mail message. Voice mail messages are attached as sound files, so your computer must have a sound card and either speakers or headphones.

When you delete the e-mail message that has the voice message attached, you are not deleting the voice message on the NBX system. To delete voice messages, you must access your voice mailbox.

See your administrator for assistance with this feature. See also "Off-Site Notification" in Chapter 6 for details of off-site notification behavior.

Account (Billing) Codes

The Account Codes feature allows your administrator to track calls that are associated with an individual client or account. When you answer your telephone or when you dial a call, you dial a numeric account code that allows the NBX system to track time spent on the telephone with a client, perhaps to be associated with a billable account.

To activate the Account Codes feature at any time before or during a call:

1. Press the **Feature** button and **888**.
2. Dial the account code assigned by your administrator, and press the **#** key.

Caller ID

Your administrator can set up your NBX system to allow for Internal and External Caller ID and can configure the system so that you can block your identity (telephone number) from the person whom you are calling.

Internal and External Caller ID

By default, the NBX system shows the extension and name of an internal caller on the display panel of your NBX telephone. External Caller ID gives the number and name for external incoming calls if your organization subscribes to the service from your local telephone company unless the caller has blocked the information from being sent to the NBX system.

Availability and service charges for External Caller ID vary by location.

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Calling Line Identity Restriction (CLIR)

On NBX systems that are configured using T1 lines configured as D1, you may need to or choose to prevent the NBX system from transmitting your Caller ID information to outside parties when you dial a call. This feature is called Calling Line Identity Restriction, or CLIR. You can restrict calls:

- For *all* external (outbound) calls that you dial, or
- For only the *next* external (outbound) call that you dial.

Your administrator can configure your system so that CLIR is always active, in which case you cannot change the CLIR settings on your telephone to override this option.

CLIR for All External Calls

To enable CLIR-All for all calls from your telephone:

1. Pick up the handset, and press the **Feature** button and **889**. The display panel on an NBX Telephone shows CLIR-ALL OFF.
2. Dial the number that you want to call.

   The NBX system does not send caller ID information on this call or any future calls until you disable this feature.

To disable CLIR-All:

1. Pick up the handset.
2. Press the **Feature** button and **889** again. **CLIR-ALL ON** appears briefly in the display panel, and then disappears when you hang up the handset.

*To view your current CLIR-All setting, log in to **NBX NetSet > User Information > Feature Settings.***

CLIR for Next External Call Only

To enable CLIR for the next call from your telephone:

1. Pick up the handset.
2. Press the **Feature** button and **890**. The telephone display panel shows **CLIR-NEXT On.**
3. Dial the number that you want to call.
4. When you disconnect the call (or hang up the handset without making a call), the CLIR feature is no longer in effect. **CLIR-NEXT On** disappears from the display panel.

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Call Pickup

Use the Call Pickup feature to answer a call that is ringing on another telephone. This feature is best arranged in advance when you and another user know that it would be convenient or necessary to answer calls ringing on that user's telephone. You can answer a call that is ringing on another telephone only if you and that user both are members of the same Call Pickup group or if that user is a member of a Call Pickup group that allows "nonmember pickup."

To view the list of Call Pickup groups of which you are a member:

1. Log in to **NBX NetSet > User Information > Call Pickup**.
2. Select the group number that you want to view from the **Group List**, and click **Details** to display the list of members of that group.

There are two types of Call Pickup, explained next.

Directed Call Pickup

To answer a call that is ringing on another user's telephone **using the feature code:**

1. Pick up the handset.
2. Press the **Feature** button followed by **455** and the user's extension. The call is directed to your telephone.

To answer a call ringing on another user's telephone **using One-Touch Pickup:**

1. Pick up the handset and press the Access button that your administrator has assigned to **Directed Pickup.**
2. Dial the extension number of the telephone that is ringing.

Group Call Pickup

To answer a call that is ringing on a group member's telephone **using the feature code:**

1. Pick up the handset.
2. Press the **Feature** button followed by **456** and the group number. The call is directed to your telephone.

To answer a call that is ringing on a group member's telephone **using One-Touch Pickup:**

1. Pick up the handset and press the Access button that your administrator has assigned to **Call Pickup**.
2. Dial the group number.

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Hunt Groups and Calling Groups

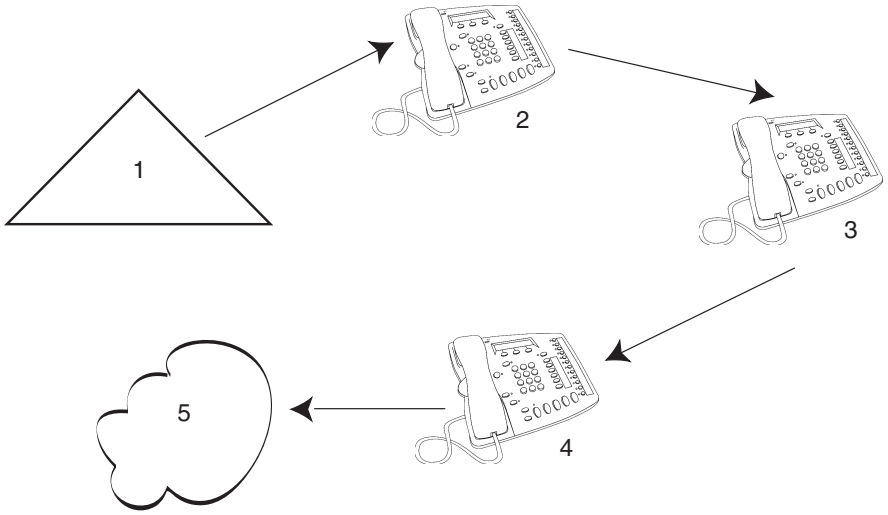
Your administrator can establish informal "call centers" so that incoming calls can be directed to several telephones. Calls that come in to your telephone through your extension go to the call coverage point that you have set up. Calls that come in to your telephone through hunt groups and calling groups follow the call coverage path set up by the administrator for that group.

Hunt Groups

Incoming calls ring to one member of the hunt group. If that member's telephone is in use, or if that member does not answer the call, the system "hunts" for another member of the group until the call is answered or is forwarded to the group call coverage point. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox or to the receptionist.

Figure 4 shows an example of a hunt group configuration.

Figure 4 Sample Hunt Group Configuration



1 Incoming Telephone Call

2 Telephone #1

3 Telephone #2

4 Telephone #3

5 Group Voice Mailbox

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Hunt groups can be static or dynamic:

- If you are in a *static* hunt group, you are always part of that group along with the other group members.
- If you are in a *dynamic* hunt group, you must log in to the group to be part of it.

To log in to a dynamic hunt group using your NBX Telephone:

1. Pick up the handset.
2. Press the **Feature** button followed by the hunt group number that is assigned by your administrator. The ranges of possible hunt group numbers are shown in Table 11.
3. Dial the hunt group password, which is assigned by your administrator.
4. Press **#**.

To log out of a dynamic hunt group using your NBX Telephone:

1. Pick up the handset.
2. Press the **Feature** button followed by the hunt group number.
3. Hang up the telephone.

Table 11 Hunt Group Numbers (Assigned by the Administrator)

On an NBX 100 system	On a SuperStack 3 NBX system
850 – 879	850 – 879 and 900 – 969

Your administrator can configure a hunt group to an Access button on an NBX Business Telephone. To log in to or to log out of the hunt group, press the specified Access button. The indicator next to the button lights to show that you are logged in. On the NBX Basic Telephone, the display panel shows the message **IN**.

To log in to a dynamic hunt group using the NBX NetSet utility:

1. Log in to **NBX NetSet > User Information > Hunt Groups** and select the number of the hunt group that you want to log in to.
2. Click **Log In**, and then click **Close**.

If you log in to a dynamic hunt group and do not answer a call when it rings on your telephone, the system logs you out of the group.

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To log out of a dynamic hunt group using the NBX NetSet utility, log in to **NBX NetSet > User Information > Hunt Groups**. Select the number of the hunt group that you want to log out of. In the **Password** text box, type the hunt group password. Click **Log Out**, and then click **Close**.

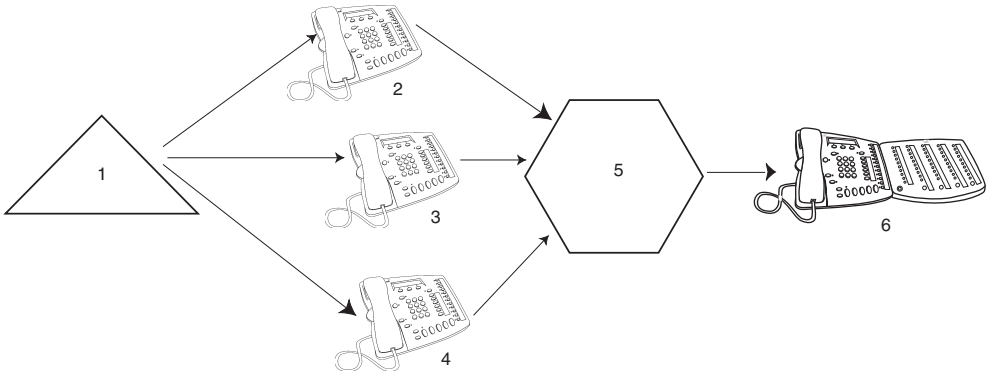
To log in to all hunt groups of which you are a member, log in to **NBX NetSet > User Information > Hunt Groups** and click **Login all**.

To log out of all hunt groups of which you are a member, log in to **NBX NetSet > User Information > Hunt Groups** and click **Logout all**. button.

Calling Groups

One type of hunt group is the **Calling Group**. Calling groups allow an incoming call to ring simultaneously on all telephones in a group, for example, a customer service group. To log in to or out of a calling group follow the steps in "Hunt Groups and Calling Groups" earlier in this chapter. Figure 5 shows an example of a calling group configuration.

Figure 5 Sample Calling Group Configuration



1 Incoming Telephone Call

2 Telephone #1

3 Telephone #2

4 Telephone #3

5 After a specified number of rings (no answer)

6 Receptionist

Group Membership

To view the list of users that belong to a group:

1. In **NBX NetSet > User Information > Hunt Group**, select a group.
2. Click **Details.**

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Call Park

Use Call Park to place a call in a "holding pattern" and make it available for another person to pick up from any telephone on the system. Use the internal paging feature, the external paging feature, or both, to announce the call. The recipient can retrieve the call from any NBX Telephone by dialing the Call Park extension that you give during your announcement.

The Call Park feature is useful when:

- The recipient is elsewhere in the building
- You want to continue a call on another telephone (for instance, in a conference room for privacy), and transferring the call does not give you enough time to retrieve it.

When you park a call, you assign it a Call Park extension, which anyone can use to retrieve it. Table 12 lists the factory default Call Park extension numbers. Ask your administrator to verify your Call Park extensions.

Table 12 Factory Default Call Park Extension Numbers

System	Default Extension Numbers
SuperStack 3 NBX	6000 – 6099
NBX 100	601 – 609

If the call is not answered within 5 minutes after it is parked, it rings again at the original telephone. Your administrator can modify the length of this waiting period.

To park a call:

1. While you are on a call, press the **Feature** button and **444**, or press the Access button assigned to **Call Park**.
2. Use the telephone key pad to dial a Call Park extension from the list shown in Table 12 or the list of extensions at your location.

   If you select a Call Park extension that is already in use, the display panel displays **Park Cancelled**, and the call rings back to your telephone. Try another Call Park extension.
3. To notify another user about the parked call:
   a. From an NBX Business Telephone, select an Access button that is assigned for placing telephone calls, and dial the user's extension, or use the paging feature. See "Paging" next for details.

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b From an NBX Basic Telephone, press the hook switch. When you hear the dial tone, dial the user's extension, or use the paging feature. See "Paging" next for details.

To retrieve a parked call:

1. Pick up the handset of any telephone on the system.
2. Dial the Call Park extension that was assigned to the call.

Paging

Depending on your location and equipment, you can broadcast a message in one of three ways, as described in Table 13.

1. Pick up the handset.
2. Dial the paging extension as shown in Table 13).
3. Speak into the NBX Telephone handset and then hang up.

*Do **not** press the **Feature** button before you dial the Paging extension.*

Table 13 Paging Extension

Feature	NBX 100 (default extension)	SuperStack 3 NBX (default extensions)
External Paging Broadcast an announcement over a public address system that has a paging amplifier and speaker system that is connected to your NBX system	620	6200
Internal Paging Broadcast an announcement through the speakers on all NBX® Telephones on your system	621	6201
Simultaneous Paging Broadcast an announcement externally and internally at the same time	622	6202

Dialing a Call to a Remote Office

You can dial calls between sites that are separated geographically but that are linked by a Wide Area Network (WAN) connection. Typical configurations are described in the next sections.

Using Unique Extensions

In the sample network shown in Figure 6, each site must have *unique telephone extensions*. Whenever you make a call to an extension not located at your own site, your NBX system sets up a connection to the appropriate site.

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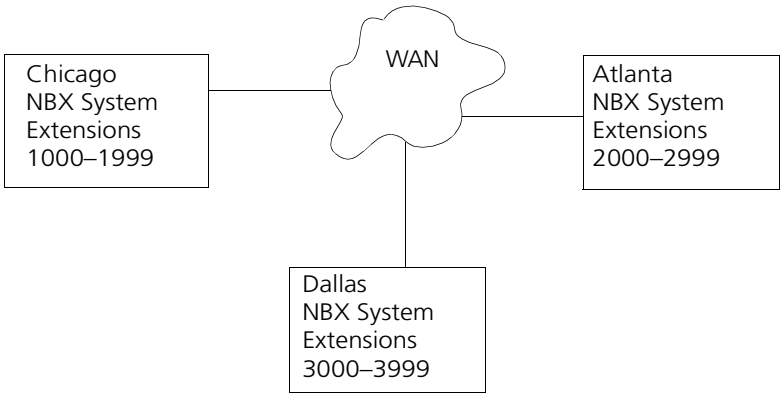
In this example, to call a user in Dallas, a user in Chicago dials a Dallas extension (3000 through 3999). The dial plan on the Chicago NBX system sets up the necessary connection to the Dallas NBX system and then to the extension at that site.

Figure 6 Using Unique Extensions to Dial Remote Offices

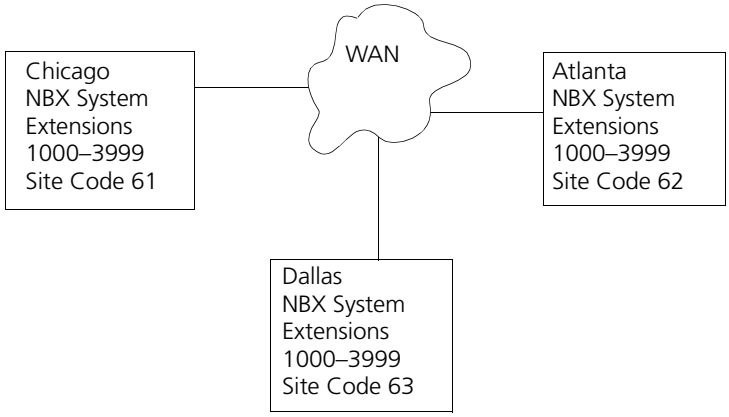


Using Site Codes

Your administrator also can configure your telephone system to use *site codes* for dialing remote offices. Each site may have overlapping telephone extensions. In this example, you dial a site code first, followed by the extension at the site. Your administrator chooses the site codes.

For example, as shown in Figure 7, to call someone in Atlanta, a user in Chicago dials the site code 62 and then the extension (1000 through 3999). To reach a user in Dallas, a user in Chicago dials 63 and then the extension (1000 through 3999). The site code prevents conflicts between the remote extension and a duplicated extension at the local site.

Figure 7 Using Site Codes to Dial Remote Offices



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Bridged Extensions

With a bridged extension, buttons and status lights on one telephone (the primary telephone) are associated with buttons and status lights on another telephone (the secondary telephone).

On the primary telephone, you can perform all operations (such as dialing telephone calls, placing calls on hold, forwarding calls, and so on).

On the secondary telephone, you can answer calls made to the primary telephone's extension but you cannot make calls using the buttons that are associated with the primary telephone.

The administrator can create bridged extensions on:

- An NBX Business Telephone with or without the Attendant Console
- An NBX Basic Telephone if an Attendant Console is associated with it. The bridged extension is created on the associated Attendant Console.

Example:

An assistant's job is to answer a manager's telephone calls. The administrator can map the manager's extension on the assistant's telephone. The manager's telephone is the primary telephone, and the assistant's telephone is the secondary telephone.

The administrator can map a primary telephone's extension to one or more secondary telephones.

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Delayed Ringing

(NBX Business Telephone only) The Delayed Ringing feature keeps your NBX Business Telephone from audibly ringing until the caller has heard a specified number of rings (typically, 4). During the first "silent" rings, the line's status light flashes. This feature works on a single NBX Business Telephone or on "shared" lines, as explained in the examples.

Your administrator specifies the number of silent rings in the NBX NetSet utility. The choices are **Yes** (rings always; default), **No** (never rings), or **1** through **9** (that is, ringing is delayed for from 1 to 9 rings).

Examples:

- In a hospital setting where it is important to keep the area as quiet as possible, all station appearances on an NBX Business Telephone at a nurse's station have Delayed Ringing set to 6 rings. The nurse can see from the flashing status light that a call is coming in and pick up the call before it disturbs the patients.
- A manager and assistant have a shared line by means of a bridged station appearance on NBX Business Telephones. (See "Bridged Extensions" earlier in this chapter.) The administrator can specify Delayed Ringing for the manager's line that is bridged, that is, on the primary telephone. When a call comes in, the manager's status light flashes but the telephone does not ring. The call also comes in on the assistant's telephone (the secondary telephone), where it audibly rings. Because of the flashing status light, the manager knows that a call is coming in and can pick up the call if the assistant is busy or away from the telephone. After the specified number of "delayed" rings, the manager's telephone also begins to ring.
- In a small business, a single incoming analog line is shared by (mapped to) all three telephones in the store. The administrator can set the line on the manager's telephone to Delayed Ringing and "No." This setting means that the manager's telephone never rings audibly, although the status light flashes. Incoming calls always ring audibly on the other two telephones.

To prevent a call from going to your call coverage point before it rings audibly on the line that has Delayed Ringing set, ask your administrator to set the number of rings for Delayed Ringing to be lower than the number that you have set in the NBX NetSet utility for Call Forwarding.

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Pulse Dialing

In some locations, analog telephone users must dial telephone calls using *pulse* dialing instead of *tone* dialing (also called *Dual Tone Multi Frequency,* or *DTMF*, dialing).

Your administrator configures Analog Line Card ports for pulse dialing.

Examples:

- Some of your telephone lines are provided by a telephone company that supports only pulse dialing while other lines are provided by a different telephone company that support DTMF dialing.
- Your organization's telephone service provider offers low-cost, pulse-dialing-only service.
- In some situations, you must switch to DTMF dialing during a call. For example, if your call is answered by an automated attendant that requires that you enter information from your telephone keypad, you must typically enter the information using DTMF dialing.

Using a Feature Code

To change from pulse dialing to DTMF during a call:

1. Press the **Feature** button and **891**.
2. Your connection is switched from pulse to tone (DTMF) for the remainder of the call. When you hang up, the port you were using on the Analog Line Card reverts to pulse dialing mode.

Using a Mapped Button

Your administrator can map a button on your telephone so that you can press the button to change from pulse dialing to DTMF during a call. When you hang up, the port you were using on the Analog Line Card reverts to pulse dialing mode.

Using a Personal Speed Dial

You can configure a personal speed dial in the NBX NetSet utility to dial a number in pulse dial mode and then to switch to DTMF. Use the left carat character (<) as the command to switch to DTMF mode. You can also include the digits that you want the system to dial after switching to DTMF. The system dials any digits after the < using DTMF tones. When you hang up, the port you were using on the Analog Line Card reverts to pulse dialing mode.

For additional information about programming speed dials, see "Personal Speed Dials" in Chapter 6.

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Additional Applications

These software applications are available on the *NBX Resource Pack CD*:

- NBX Call Reports *
- NBX TAPI Service Provider (NBXTSP)
- Windows 95 Prerequisites (for NBXTSP only)
- NBX TAPI Dialer *
- Complement Attendant Software *
- Palm Dialer
- pcXset soft telephone *
- NBX Media Driver
- Microsoft Internet Explorer R5.5*

** Tested with Window XP Home Edition and Windows XP Professional Edition.*

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8 ATTENDANT CONSOLES

The NBX® 1105 Attendant Console and the NBX Complement Attendant Software (CAS) application enable a receptionist to handle high call volumes efficiently. Although receptionists are the primary users of the Attendant Console and CAS, the two can also be used by busy sales representatives and others who receive a high number of telephone calls or who make frequent calls to the same telephone numbers.

This chapter covers these features:

- NBX 1105 Attendant Console — A device that works along with NBX Telephones to increase call handling capability. In most offices, the Attendant Console is used by a receptionist or switchboard operator, referred to in this guide as "the receptionist."
- Complement Attendant Software (CAS) — A software application that allows a receptionist to answer and route calls using a personal computer. Your administrator installs the Complement Attendant Software on your computer from the *NBX Resource Pack CD*.

The Complement Attendant Software requires the installation of a license key on the NBX system.

The Attendant Console and Complement Attendant Software can be used at the same time. However:

- When incoming calls appear on the Attendant Console, you must handle them using the buttons of the console.
- When calls appear on the computer screen with CAS, you must handle them using the computer mouse and the CAS software features.

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NBX 1105 Attendant Console

The NBX 1105 Attendant Console has 50 Access buttons and five preprogrammed buttons.

Each of the Access buttons can handle two assignments, for total functionality of 100 buttons. The buttons support most of the same functions as the 12 Access buttons on the NBX Business Telephone. See Figure 8. In effect, the Attendant Console is an extension of the NBX Business Telephone or NBX Basic Telephone to which it is assigned.

The Access buttons on the Attendant Console can have two sets of assignments: 1 through 50, and 51 through 100. To toggle between the two sets of assignments, press the **Shift** button on the lower left corner of the Console.

Your administrator can assign features to each Access button, or the receptionist can assign features to the buttons using the NBX NetSet™ utility. Possible features:

- Status of internal telephone extensions
- Status of external telephone lines
- Speed dials for:
  - User extensions
  - Pager numbers
  - Cellular telephone numbers
- Message Waiting Indicators (MWI) for:
  - Group mailboxes
  - Phantom or personal mailboxes
- Time of Day Service Modes (see your administrator for details)
- Status of Hunt Group and Calling Group lines

The five preprogrammed, single-purpose buttons are labeled 3 through 7 in Figure 8.

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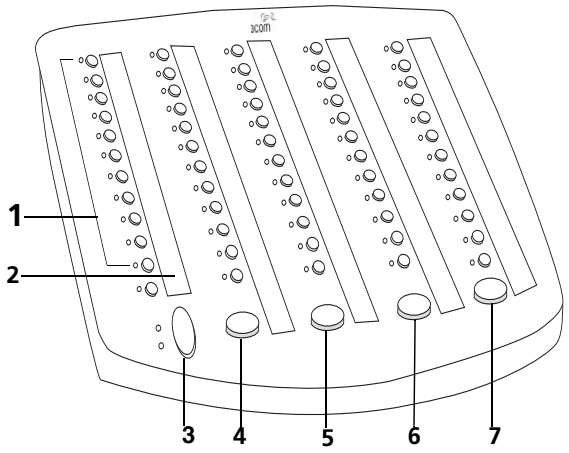
Figure 8 Attendant Console



1 **Access buttons with LEDs** — An indicator light next to each button shows whether the line is available or in use and which assigned features are enabled. For details of button status, see Table 6 in Chapter 2.

2 **Labels** —You can print labels for your Attendant Console using the LabelMaker forms in the NBX NetSet utility or on the *NBX Resource Pack CD*. You need *Adobe Acrobat Reader 4.0 or 5.0* to open and edit the LabelMakers. Acrobat Reader is available on the *NBX Resource Pack CD or* from www.adobe.com.

See "Attendant Console Labels" next.

3 **Shift button** — Enables you to toggle between the two sets of Access buttons on the console. Press the **Shift** button for Access buttons 1 through 50. Press the **Shift** button again for Access buttons 51 through 100.

4 **Transfer button** — Enables you to send a call to another telephone. See "Transferring a Call" in Chapter 5.

5 **Direct Mail Transfer button** — Allows you to send a caller directly to another user's voice mailbox or phantom mailbox. See "Direct Mail Transfer" in Chapter 5.

6 **Call Park button** — Places a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 7.

7 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 5.

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Attendant Console Labels

To use the Attendant Console LabelMaker:

1. Log in to **NBX NetSet > Speed Dials**.
2. Right click Attendant Console Labels and save the file to your PC.
3. On your PC, open the file and edit the label template by clicking on the square that you want to edit. Type a description of the feature that you are assigning to the Access button.
4. Press **Tab** on your keyboard to move to the next text field in the label.
5. When you are finished, click anywhere outside of the labels to ensure that all of your changes take effect.
6. Select **Print**.
7. In your print dialog box, clear **Shrink to Fit**, **Fit to Page**, or any similar boxes so that the label size does not change.
8. Print the label template, cut the labels out, and place them in the label holders on the Attendant Console.

The free Adobe Acrobat Reader allows you to print files but not to save changes. To save files, purchase the full Adobe Acrobat software.

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Complement Attendant Software

On your personal computer, the Complement Attendant Software displays your telephone directory in a series of tabs. Each tab sorts the directory by a different type of information, for example, by last name, by department, or by extension.

When you answer a call using the Complement Attendant Software, you can select a user from the directory and transfer the call to that user.

Table 14 describes the main elements of the Complement Attendant Software screens.

Table 14 Elements of the Complement Attendant Screens

Field	Purpose
Display Panel	Displays Caller ID information (name and extension number), the status of a call, and the duration of the call. The number of calls displayed depends on the number of access lines that you have specified in your general settings.
Find/Phone# Display	Provides the extension number and name of the person selected in the directory.
Clear Button	Cancels previous criteria.
Extension Tab	Sorts the data in the directory by listing the extension numbers in ascending order.
First Tab	Sorts the list of users in alphabetical order by first name.
Last Tab	Sorts the list of users in alphabetical order by last name.
Department Tab	Sorts the directory by the user department.
Hidden Tab	Hides entries in the NBX directory that you do not want to appear on other tabs, such as conference room telephones.
Quick Tab	Provides quick access to the most frequently used entries in the directory.

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Table 15 describes Complement Attendant Software buttons and the keyboard shortcuts to functions on the Action menu.

Table 15 Attendant Software Buttons and Keyboard Shortcuts

Button	Purpose	Keyboard Shortcut
Answer	Answers an incoming call.	Alt+A
Dial	Dials a selected number to place an outgoing call.	Alt+D
Park	Places a call in a "holding pattern" so that it can be retrieved from another telephone on the system.	Alt+K
UnPark	Releases a caller from a "holding pattern."	Alt+U
Release	Terminates a call.	Alt+R
Hold	Places a caller on hold.	Alt+H
UnHold	Removes a caller from being on hold and returns to the call.	Alt+N
Transfer	Forwards a call to another telephone.	Alt+T
Complete Transfer	Completes the transfer of a call.	Alt+M
Cancel Transfer	Cancels a transfer.	Alt+S
Conference	Establishes a single call with up to three additional internal or external parties.	Alt+C
Complete Conference	Completes the conference call.	Alt+P
Cancel Conference	Cancels the addition of a party to a conference call.	Alt+E

Managing Calls

To manage incoming calls using the Complement Attendant Software, click the buttons at the bottom of the screen, as described here:

1. Select a sort method by clicking the appropriate tab. For example, to select a user by last name, click the **Last** tab.
2. Click the user's name. The user's extension number and name appear in the **Find/Phone #** field.
3. Click the button for the way that you want to handle the call. For example, to transfer a call, click **Transfer**. To park a call, click **Park**.

For additional information on using the Complement Attendant Software, see the Help system in the software.

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A

Telephone Installation, Maintenance, and Troubleshooting

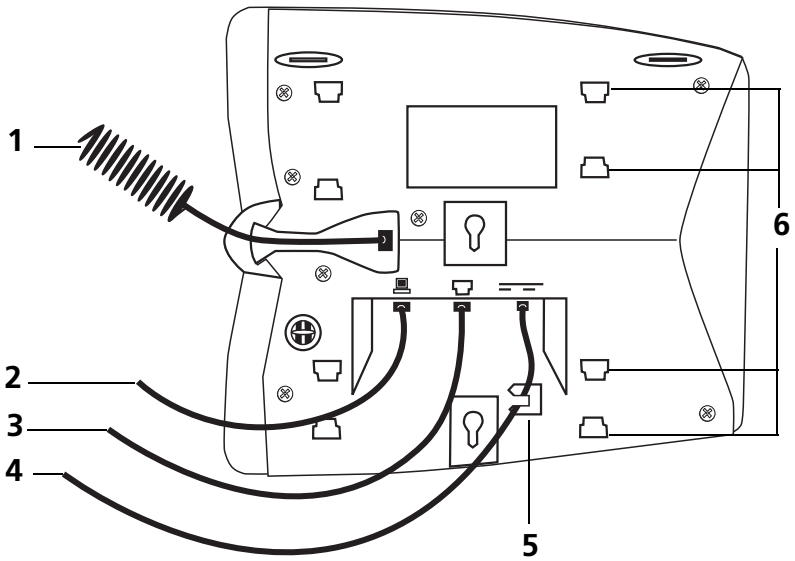
This chapter covers these topics:

- Connecting the Telephone
- Attaching and Adjusting the Support Bracket
- Moving Your Telephone
- Swapping Telephones
- Cleaning Your Telephone
- Troubleshooting Problems

Connecting the Telephone

The underside of an NBX Telephone is shown in Figure 9.

Figure 9 Underside of the NBX Telephone



For an NBX Telephone with a model number (found on the label) that ends in PE, see the packing sheet that came with your telephone.

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The underside of the NBX Telephone includes:

1. Handset cord (connects to the handset)
2. Computer cable (optionally connects to your desktop computer)
3. Ethernet cable (to the LAN jack)
4. Power cord (to an electrical power source)
5. Strain relief tab that prevents the power cord from becoming disconnected
6. Tabs for the mounting bracket

Attaching and Adjusting the Support Bracket

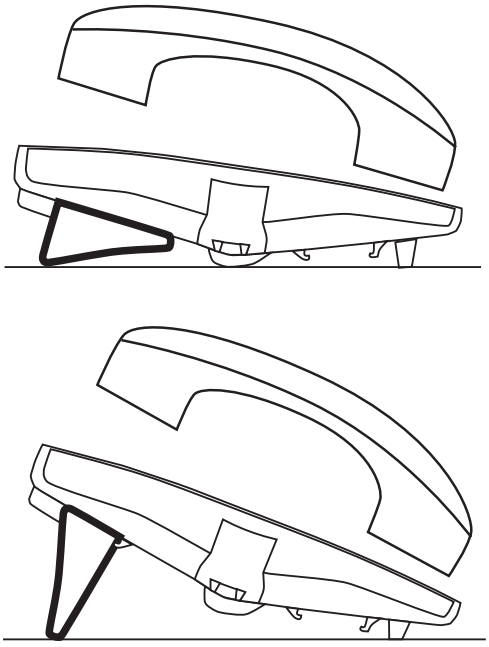
Each NBX Telephone is shipped with a support bracket that you can attach to the telephone's underside in low profile, high profile, or wall mount positions.

Tabs on the underside of the telephone slip into slots on the bracket, and the opposite mounting points snap into place. See Figure 9, Item 6.

Low-Profile and High-Profile Positions

In Figure 10, the support bracket is outlined to show you how to install the NBX Telephone in the low-profile and high-profile desktop positions.

Figure 10 Low-Profile and High-Profile Desktop Positions



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Wall-Mount Position

To mount the NBX Telephone on a wall, put the bracket on the opposite end of the telephone in the low-profile position. Pull and twist the knob on the underside of the phone 90 degrees (Figure 11) so that the spring-loaded peg projects out on the top of the phone (Item 1 in Figure 12).

Figure 11 Knob for the Handset Support Peg

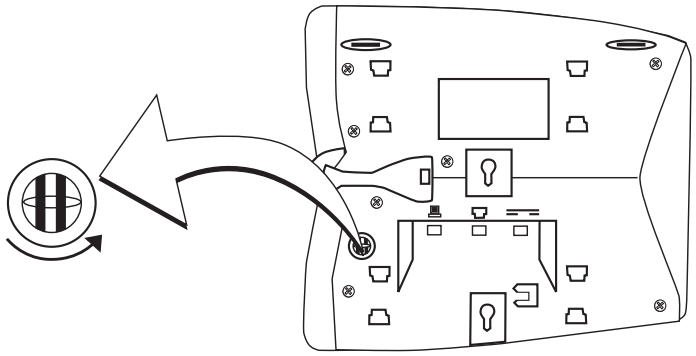
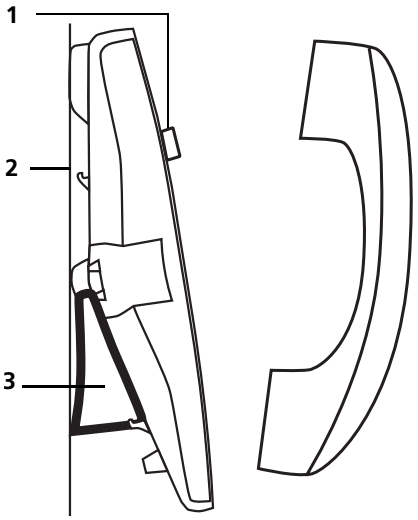


Figure 12 shows the NBX Telephone in the wall-mount position.

Figure 12 Wall-Mount Position



1 Handset support peg

2 Wall with a solid backing

3 Support bracket in the low-profile position on opposite end of telephone

Security Wall-Mount Bracket

For how to order the optional security wall-mount bracket for NBX Telephones, consult your 3Com NBX Voice-Authorized Partner. Read and follow the instructions that come with the bracket.

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Moving Your Telephone

All NBX Telephones have the Automatic Telephone Relocation feature. Each telephone has a unique "address." You can move your telephone to another location, connect it to any Ethernet jack on the LAN, and still maintain all of your personalized features, speed dials, and extension number.

Swapping Telephones

Because your extension number and personal settings are associated with your physical telephone, only your administrator can move phone extension settings from one telephone to another.

Cleaning Your Telephone

Always unplug your telephone from the power source before you clean it. Use a soft cloth dampened with mild detergent.

WARNING: *Failure to unplug the telephone before you clean it could result in electrical shock.*

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Troubleshooting Problems

Table 16 lists possible problems that you may encounter and the most likely solutions. Where possible, each solution refers to the section in this guide where you can find detailed information.

Table 16 Possible Problems

Possible Problem	Suggested Solutions
My telephone has no dial tone and the display panel is blank.	■ Verify that the power cord is fully inserted in the correct connector on the underside of the telephone. Use the strain relief tab to prevent the cord from becoming unplugged (as shown in Figure 9). ■ Verify that the Ethernet cables are connected, and that each cable is in the proper connection. ■ Remove and add power to the telephone by unplugging the power cord at the electric outlet and plugging it back in.
My telephone has "locked up."	■ Your telephone has lost the connection to the system. Remove the Ethernet cord from the jack, and then re-insert it into the jack. ■ Wait a few seconds. If the telephone display panel still appears to be locked, disconnect the electrical power for your telephone, and then plug it back in.
Callers cannot leave messages on my voice mail.	■ Your mailbox may be full. Log in to your voice mailbox and delete some messages. ■ Your telephone may be set up for **Greeting Only Mailbox**. Log in to **NBX NetSet > NBX Messaging**, and then clear **Greeting Only Mailbox**.
When I park a call, the display panel shows "Park xtn in use," and the call returns to my telephone.	You have selected a Call Park extension that is already in use. Try another Call Park extension. Your administrator can add additional Call Park Extensions. For details, see "Call Park" in Chapter 7.
When I dial 9 or 8 to access an outside line, the display panel shows "All Ports Busy."	No outside lines are available. Try again in a few minutes.
After I call another user in my organization, I hear a tone but no ringing.	The other user may have the **Hands Free Active on Intercom** feature enabled. Begin speaking after you hear the tone. For details, see "Business Telephone Buttons and Controls" in Chapter 2.
On my NBX Business Telephone, all incoming internal calls come over my speaker phone.	You have the **Hands Free Active on Intercom** feature enabled. For details, see "Business Telephone Buttons and Controls" in Chapter 2.
When I try to access the NBX NetSet utility, I do not get a response after I type the NBX system's IP address and press **Enter**.	Ask your administrator to verify the IP address that you typed into your web browser.

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Table 16 Possible Problems (continued)

Possible Problem	Suggested Solutions
I am unable to log in to the NBX NetSet utility.	You must set up your voice mail before you can use the NBX NetSet utility. Press the **MSG** button. The prompts guide you through the setup. Then use your voice mail password to access the NBX NetSet utility. See "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1.
My telephone is not forwarding my incoming calls to my voice mailbox.	In **NBX NetSet > User Information > Call Forward,** verify that you have selected **Forward to Voice Mail** as your call coverage point. For details, see "Setting Your Call Coverage Point" in Chapter 5.
On my NBX Business Telephone, I added a One-Touch speed dial, but the telephone does not dial that number.	Use only numeric characters in your Speed Dial setup. For details, see "Special Case: One-Touch Speed Dials" in Chapter 6.
I try to pick up a call ringing on another telephone using Directed Call Pickup, but it fails.	The telephone that you are using to pick up the call may not be in the same group as the telephone that is ringing and the ringing telephone does not allow nonmember pickup. See "Call Pickup" in Chapter 7.
My telephone keeps ringing after I pick up the handset.	■ Your telephone may have lost connection to the system immediately after a call came in. Remove the Ethernet cord from the jack, then re-insert it into the wall jack. ■ Wait a few seconds. If the telephone continues to ring, disconnect the electrical power for your telephone, and then plug it back in.
The labels that I print for my telephone or Attendant Console do not fit the telephone or console.	When you are in Adobe Acrobat Reader, select **File** and then **Print**. In the Print dialog box, be sure that the check box for **Fit to Page** or **Shrink to Fit** (or similar names) is not selected.
The display panel shows "Wait for NCP."	Your telephone may be disconnected from the system. Hang up your telephone and wait a few seconds. Then pick up the handset. If the message still appears on your telephone display panel, contact your administrator.

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